



## **Job Description: Urgent Response Service Coordinator**

### **Reporting Relationship:**

The Urgent Response Service (URS) Coordinator reports to the Manager of Service Coordination.

### **Summary of Role:**

The URS Coordinator will provide professional and confidential services through the Urgent Response Services in a comprehensive, flexible and timely manner including: screening and intake of children/youth with Autism who request the service; providing service navigation for all children/youth referred; and leading the development, monitoring, and evaluation of the Urgent Response Service Plan for those who meet the criteria for the service. As a leader in coordination and facilitation, the URS Coordinator will integrate all service roles to promote and optimize the health and well-being of the child/youth and their family.

The URS Coordinator will demonstrate an understanding of social, health, and educational inter-disciplinary services and coordination and have a strong knowledge of services and supports in the Hamilton-Niagara Region. The position will support Contact Brant's role as the regional Lead Organization for Urgent Response Service through collaborative work with partner organizations particularly in Brant, Haldimand-Norfolk, Hamilton and Niagara.

The URS Coordinator will use a family centred approach; focus on each individual's strengths; demonstrate the agency's stated values and service principles; and support cross-sectoral connections and planning around the unique needs of each child, youth and family.

### **Hours of Work:**

The URS Coordinator manages a 37.5-hour workweek, with flexible scheduling expected to meet the needs of clients and the organization.

### **Qualifications:**

1. Undergraduate or graduate degree in social sciences or related field;
2. Minimum of five years' experience in the child/youth service system, with proven skills in service coordination, understanding of brief services, and expert knowledge in Autism Spectrum Disorder (ASD);
3. Extensive knowledge of the range of supports and services available to children, youth and their families in at least one of Brant/Brantford, Haldimand-Norfolk, Hamilton, or Niagara communities.
4. Asset: Lived Experience (caregiver - Autism), bilingual, Indigenous, 2SLGBTQ+, or a visible minority.

### **Conditions of Employment:**

1. Valid Ontario driver's license and current clear driver abstract with a reliable automobile and sufficient insurance if required for use on company business;
2. Acceptable police Vulnerable Persons Record check; maintaining no criminal convictions for which a pardon has not been granted;
3. Proof of full COVID-19 vaccination, or medical exemption.

## **Competencies**

In all activities, the following competencies will be displayed:

1. *Clinical Judgement* - Maintain expert understanding on ASD, relevant intervention strategies, as well as other issues impacting children/youth with ASD including but not limited to mental health, education, and health to inform and support the development and delivery of a strong intervention plan.
2. *Collaboration* - Strong interpersonal skills in the areas of facilitation, collaboration and mediation that support the development and maintenance of good working relationships; a collaborative approach that solicits input from others and cultivates teamwork; inter-disciplinary coordination that promotes and optimizes the health and well-being of the child/youth/family.
3. *Service Navigation* - Support clients to navigate health, education and social systems, demonstrating respect and family-centered practice; be responsive to the needs of clients.
4. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; respond to time-sensitive information; make sound judgments to plan and coordinate services; and ensure follow-up and communication.
5. *Facilitative Decision-Making and Problem Solving* - Ask questions, probe for answers, and work to build consensus while recognizing the right problems to work on in a focused and positive manner; work with each family's network to identify and address successes, disparities and barriers.
6. *Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, and proactive conversations that support access to information and planning.
7. *Role Modeling* - Champion the principles and practices of inclusion and equity; lead by example; share expertise and act as a resource to others.
8. *Implementation* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; strong organizational skills; the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humour.
9. *Continuously Learning* - Is an active learner including child and youth best practices as well as relevant legislation; responsible for professional development and acquisition of knowledge and skills, including attending learning opportunities relating to program area, identifying professional goals as well as personal areas for growth; apply newly acquired knowledge in service delivery.

## **Responsibilities:**

1. **Determine eligibility and complete the URS screening and intake process:**
  - Confirm registration in the OAP and Step 1 screening has been completed; complete the intake process including Step 2 screening (Child and Adolescent Needs & Strengths tool - CANS).
  - Engage parents/caregivers and child/youth in the process of gathering intake information; build on information others have gathered to reduce the family having to repeat their story.
  - Ensure information is obtained that includes contexts in which the child/youth spends time, including community-based programs and supports, education, and

health interventions.

- Utilize information gathered to develop a comprehensive understanding of the strengths and needs of the child/youth, the family, and their environment.
- Identify current service providers, as well as potential new services required.

**2. Provide service navigation for those not eligible for URS:**

- Working with the URS Front Door Coordinator, provide service navigation for those not eligible for URS to facilitate access to relevant services in their local area, including but not limited to, Access mechanisms, the IIO Care Coordinators, Coordinated Service Planning, and other community services and resources.
- Support a coordinated, collaborative experience for the child/youth and family by connecting with existing services and supports to ensure they are aware of the request for URS and their ineligibility at the time.
- Maintain a current comprehensive knowledge of the regional system and resources across sectors to assist in system navigation.
- Provide accurate service information and resource materials to parents/caregivers and professionals.

**3. Support the development, monitoring and updating of the UR Service Plan:**

- Based on intake information collected, draft the initial concept for the URS plan using clinical judgement to assess and analyze the nature and level of need for the targeted URS support.
- Facilitate the active participation of the child/youth/family in the development of an inter-agency, inter-professional and cross-sectoral URS plan that addresses the single area of urgent need and the identification of the service elements to address the goal.
- Ensure that planning for transition from URS is included in the plan and actively discussed with the child/youth and family as well as service providers.
- Ensure planning is collaborative; provide leadership and facilitate the development of a URS plan that clearly identifies the integration of the URS service elements with other current services.
- Identify and confirm the service providers to enact the service elements in the plan; complete the EMHware referral package and send to the Administrative Assistant to complete referrals; monitor the delivery of the UR service.
- Identify and coordinate consultation with specialized services, as needed, to address the area of urgent need including but not limited to arranging necessary assessments for the child/youth.
- Monitor, review, and revise (as appropriate) the URS plan on a regular basis, including the formal 6 week progress report and at the 12 week conclusion of the plan, in collaboration with the family and relevant service providers; facilitate the coming together of relevant providers from appropriate sectors, to coordinate and refine the delivery of the UR service elements.
- Support services being effective, well-coordinated, family-centered and responsive to the child or youth's needs.
- Be knowledgeable and available to discuss the family's concerns, if applicable, regarding their URS plan and its implementation.

4. **Provide a coordinated, collaborative experience for the child/youth and family:**
  - Act as the primary point of contact for the child/youth and family regarding the URS plan.
  - Arrange case conferences that bring together family and relevant service providers to develop the plan, discuss UR service to date, and address issues.
  - Demonstrate strong facilitation skills in order to steer the process toward the development of a comprehensive, coordinated URS plan to address the area of need within the time provided.
  - Provide leadership to the development and maintenance of a wraparound team-based approach in the implementation of the service.
  - Ensure the coordination of URS with existing services and supports to ensure the transition of knowledge prior to the end of the URS.
  - Work collaboratively with services and supports to ensure roles and responsibilities are clearly identified and implemented, and transitions for families are as smooth as possible.
  - Arrange for the provision of additional supports for the family as required.
5. **Collect comprehensive information** that supports service delivery, required reports and data throughout the service:
  - Ensure that reports and/or data are provided by the URS Service Providers during and at the conclusion of service.
  - Ensure the Administrative Assistant URS is provided with each Plan's budget details for bookkeeping and for input into the EMHware Contracts module.
  - Monitor the budget information in the EMHware Contracts module.
  - Administer formal evaluation procedures to gather data on the impact of the URS intervention for each child/youth served.
6. **Professional Expectations:**
  - Represent Contact Brant in a professional manner at all times by maintaining professional and ethical conduct and behaviour; exhibit stated agency values.
  - Adhere to agency Policies and Procedures as well as Service Principles.
  - Fulfill all requirements of client record keeping in a timely manner and document data required by the Ministry.
  - Respect the role as a health information custodian – fully understand privacy legislation; ensure informed consents are received from clients and information is only disclosed to those for the purposes intended.
  - Be familiar and cognizant of existing and new resources and information pertinent to the field of children/youth with special needs and the service systems, especially across the Hamilton-Niagara Region.
  - Demonstrate strong communication skills. Communicate concisely, clearly and in a manner that is appropriate for the listener; provide written reports in a writing style appropriate for the reader; use reflective listening skills; and use non-verbal communication that is compatible with the message being conveyed.
  - Support quality assurance by regularly requesting and receiving client feedback as well as implementing evaluation strategies to assess the service impact.
  - Identify gaps and needs in the service system to support planning and improving services offered in the community.
  - Promote Contact Brant through presentations, participation in events, and committee membership.

- Act as a liaison in the community at large through development of good working relationships with external colleagues and organizations.
- Promote effective teamwork through daily interactions with co-workers and participation in staff meetings.
- Facilitate working relationships with providers in child/youth services, the health and education sectors in order to enable their regular contribution into service delivery and planning.
- Develop and foster effective working relationships with clients, cross-sectoral service providers, schools, other URS Lead Organizations, and other community stakeholders to facilitate effective coordination of services for each client.
- Work with community partners to develop interagency processes that support transparent, seamless, effective and efficient delivery of client services.
- Respond promptly to issues and feedback identified.
- Keep the Manager of Service Coordination abreast of issues related to caseload as well as matters that could impact Contact Brant, both operationally and strategically.

The URS Coordinator is an integral member of the Contact Brant team. It is expected that the URS Coordinator will contribute to problem solving with regards to improving services, efficiency and effectiveness of the organization.

This job description may evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.

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Urgent Response Service Coordinator

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Date

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Manager Service Coordination

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Chief Executive Officer