



Job Description: Urgent Response Front Door Coordinator

Reporting Relationship:

The Urgent Response (UR) Front Door Coordinator reports to the Manager of Service Coordination.

Summary of Role:

The UR Front Door Coordinator provide professional and confidential services in a comprehensive, flexible and timely manner including: confirmation of registration in the Ontario Autism Program (OAP), and connection to the OAP registration process if not registered; initial Urgent Response Service (URS) screening of children/youth who request the service to identify any risk factors and the current impact of these risks; service navigation to appropriate local community services and resources for all children/youth deemed not eligible for URS; connecting child/youth deemed in crisis to their local crisis response services; and managing the assignment of intake appointments/Step 2 screening with URS Coordinators.

The Front Door 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 Services through collaborative work with partner organizations particularly in Brant, Haldimand-Norfolk, Hamilton and Niagara.

The Front Door Coordinator will also assist with the management of the Community Information website records for public use, as well as with response to in-coming calls to ensure live answering of calls, provision of accurate information, and appropriate triaging. The Front Door 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 around the unique needs of each child, youth and family.

Hours of Work:

The Front Door Coordinator manages a 37.5-hour workweek, primarily being available for office hours Monday through Friday, 8:30 a.m. to 4:30 p.m., with flexible scheduling to meet the needs of clients and the organization.

Qualifications:

1. Bachelor or Masters Degree in social sciences;
2. Minimum of five years' experience in the child/youth service system with proven skills in service navigation and a strong knowledge of Autism Spectrum Disorder (ASD);
3. Extensive knowledge of the range of cross-sectoral supports and services available to children, youth and their families in the communities of Brant/Brantford, Haldimand-Norfolk, Hamilton, and Niagara;
4. Bi-lingual (English and French) preferred; multi-lingual an asset.
5. Asset: Lived Experience (caregiver - Autism), 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 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 with compliance to requirements for regular antigen testing.

Competencies

In all activities, the following competencies will be displayed:

1. *Clinical Judgement* - Maintain strong understanding of ASD and other issues impacting children/youth with ASD including but not limited to mental health, education, and health to inform the screening process and support service navigation.
2. *Collaboration* - Strong interpersonal skills 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 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.
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 initial screening process:**
 - As much as possible 'live' answer calls, and respond to electronic referrals within one business day; provide accurate information and resource materials to callers; and appropriately triage to URS next steps or agency services.

- Within 2 business days of receiving the referral, confirm clients are registered with the Ontario Autism Program (OAP) and complete the initial URS screening process.
- Engage parents/caregivers and child/youth in the process of gathering the screening information; build on information others have gathered to reduce the family having to repeat their story.
- Using the provincial Step 1 screening tool, identify the presence of one or more of the high-risk factors; whether the behaviour or situation is new or there has been a recent escalation; the caregiver's ability to cope with the current situation; and whether the client is in crisis.
- For clients identified as being in crisis, immediately connect them with their local emergency services (crisis services, hospital, and/or police).

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

- Support registration in the OAP, if needed, by connecting to the Independent Intake Organization (IIO)
- Facilitate access to relevant services and supports in the family's local community; this may include connecting clients 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.
- Assist URS Coordinators with follow-up for clients deemed ineligible after the URS intake/Step 2 screening by facilitating access to relevant services in their local community.
- Maintain a current comprehensive knowledge of the regional system and resources across sectors to assist in system navigation.
- Assist with the updating and addition of new records in the Community Information website for use by the public by ensuring the accuracy and integrity of data; connect clients to this resource.
- Provide accurate service information and resource materials to parents/caregivers and professionals.

3. Coordinate the assignment of URS intake appointments:

- Coordinate the assignment of eligible URS referrals by directly booking an intake appointment with the appropriate community URS Coordinator within one week wherever possible, based on the availability of the family.
- Manage capacity of URS Coordinators by prioritizing intakes with other URS Coordinators as needed.
- Work with the other West Region URS Lead Organization, Hotel-Dieu Grace Healthcare, to manage capacity of URS Coordinators as needed/requested.

4. 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 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.
- 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 sector, and education 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
- 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.
- Keep the Manager of Service Coordination abreast of issues as well as matters that could impact Contact Brant, both operationally and strategically.

The Front Door Coordinator is an integral member of the Contact Brant team. It is expected that the Front Door 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.