



## **Job Description: Clinical Manager of Service Coordination**

### **Reporting Relationship:**

The Clinical Manager of Service Coordination reports to the Chief Executive Officer.

### **Summary of Role:**

The Clinical Manager of Service Coordination will provide leadership on behalf of the agency, particularly related to its mandate as the Access Mechanism including Coordinated Information, the Case Resolution Mechanism and the Lead Coordinating Agency. The Manager will display expertise in social, health, and educational interdisciplinary services and coordination.

The Manager supervises the Access, Community Information, Coordinated Service Planning, and FASD program staff and is the agency's key contact with community Service Providers. The Manager provides leadership to a team of employees and guides them in being effective in their roles and to grow in their position and skills. The Manager conducts individual coaching sessions and group training on topics related to development and effecting the agency's stated values and service principles, as well as evaluates employees on a regular basis. The Manager evaluates service data and outcomes on a regular basis as well as supports cross-sectoral connections and system planning around the unique needs of children, youth and families.

The Manager assists the Chief Executive Officer with the agency's other mandate as the Lead Organization for the Ontario Autism Program's Urgent Response Service in the Hamilton-Niagara Region.

The Manager covers the Chief Executive Officer in the CEO's absence and attends Board meetings to keep abreast of agency priorities and challenges.

### **Hours of Work:**

The Clinical Manager of Service Coordination manages a 37.5-hour workweek, with flexible scheduling expected to meet the needs of clients and the organization.

### **Qualifications:**

1. Master of Social Work and/or Master of Psychotherapy with registration in good standing with the Ontario College of Social Workers and Social Service Workers and/or College of Registered Psychotherapists of Ontario.
2. Minimum of five years' clinical experience preferably in the child/youth service system, with proven skills in an interdisciplinary approach to services, including but not limited to neurodiversity, dual diagnosis (mental health) and health.
3. Progressive supervisory experience, with demonstrated leadership skills in supporting team building, working towards a common goal, and assessing client, agency and system needs to inform sound judgment and planning, good understanding of financial and data reporting with accountability.

### **Competencies:**

In all activities, the following competencies will be displayed:

1. *Authentic Leadership* – Have leadership courage; leverage empathy; build relationships; inspire and motivate your team toward achieving common goals and improving skills; mentor and coach by recognizing where people are succeeding and failing; empower others; understand and build the team environment; recognize and acknowledge achievements; shape culture; offer guidance and support while fostering a sense of ownership and responsibility; value each team member's unique contributions, skills, and perspectives where every voice is heard, valued, and diversity is seen as a strength; provide your team with clear goals, feedback, and direction on how best to achieve the company's objectives; recognize and act on new opportunities, identifying new methods and approaches to work.
2. *Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, transparent and proactive conversations that support teamwork and collaboration; ability to be empathetic to each unique situation; exhibit emotional intelligence - awareness, control, and expression of one's emotions while handling interpersonal relationships judiciously and empathetically; share often and openly with others; solicit input from others.
3. *Collaboration* - Strong skills in the areas of facilitation, collaboration and mediation that support the development and maintenance of good working relationships; leadership towards interdisciplinary services and coordination that promotes and optimizes the health and well-being of the child/youth/family as well as focuses on a holistic and system perspective; cultivate teamwork, creating a sense of connection and belonging.
4. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; take responsibility; be open to and encourage new ideas; withhold judgement until hearing or experimenting with options; respond to time-sensitive information; be responsive to the unique needs and situations of clients; be responsive and follow-up with stakeholders, employees and co-workers.
5. *Strategic Thinking* – Strategic thinking and action for the organization and for the community system; critical thinking and analysis of each situation; establish efficient practices; align the tasks with set goals in order to achieve the required timely result; contribute to the organization's development and future.
6. *Facilitative Decision-Making and Problem Solving* – Active problem solving and decisiveness; ability to make rational and unbiased decisions that consider internal and external factors and bring value; prioritize tasks based on urgency and importance, allocating resources wisely, and setting realistic timelines that consider workload and capabilities; ask questions, probe for answers, conduct thorough research; work to build consensus; effective conflict management; adaptable and flexible with confidence in your abilities, experience, and decision-making skills, coupled with humility.
7. *Clinical Judgement* - Provide clinical supervision which is associated with assessment, intervention and evaluation of client interventions, as well as critical self-reflection. Maintain sound understanding of child and youth issues and needs to inform and support development of strong service intervention plans and interdisciplinary coordination.
8. *Role Modeling* - Lead by example; champion the principles and practices of inclusion and equity; exemplify honesty and integrity; strong ethical code including adhering to policies, procedures, legislation and College codes; flexibility and a sense of humour; well-organized for personal productivity as well as to create and maintain systems that enhance the efficiency and effectiveness of the entire team; exhibit the highest

professional and confidentiality standards; demonstrate respect and family-centered practice, being responsive to the unique needs and circumstances of clients.

9. *Implementation* – Determine appropriate processes and efficient practices to optimize work and get things done; give others the tools and motivation to perform well in their jobs; nurture future leaders; build employee loyalty and motivation; effective delegation in a way that empowers employees' development based on their skills and aspirations while providing individuals with necessary support and resources; understand the organization, its services, and the various roles to make informed decisions, bridge gaps between different service areas, and facilitate a collaborative work environment; be innovative and flexible; provide insight and guidance where necessary; build a safe environment where stakeholders understand that they will be treated fairly; support employees and other professionals to navigate health, education and social systems, working collectively to identify and address successes, disparities and barriers.
10. *Continuously Learning* - An active learner in child/youth and family best practices, interdisciplinary service approach, effective management and supervision; apply newly acquired knowledge to your work; informed on relevant legislation and changes; responsible for own professional development including identifying professional and personal areas for growth.

### **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 Record Check at hire and every 3 years, with submission of an Offence Declaration in the years where a Police Record Check is not required.

### **Responsibilities:**

1. **Manager:**
  - Provide leadership on behalf of the agency's mandates as the Access Mechanism (one of the key access points for child and youth services and Coordinated Information/the local Community Information Center), the Case Resolution Mechanism, and the Lead Coordinating Agency (Coordinated Service Planning and FASD Service Coordination).
  - Supervise the Access, Community Information, Coordinated Service Planning, FASD, and Extensive Needs Service program teams; build an effective and collaborative Team.
  - Provide co-leadership in the Case Resolution process, ensuring the implementation of MCCSS Complex Special Needs guidelines; provide comprehensive and professional reporting to the Ministry on children and youth supported through CSN funding; monitor and be accountable for the Complex Special Needs Funding for Brant and validation of budgets with the Complex Needs Placement Coordination service at Contact Hamilton.
  - Be knowledgeable in the agency's role as the Ontario Autism Program's Urgent Response Service Lead Organization for the Hamilton-Niagara Region.
  - Provide leadership to the agency and community regarding the community's Protocols, including *Service Coordination Protocol, Case Resolution Protocol, Transition Planning Protocol and Procedures for Young People with Developmental Disabilities*.

- Cover the role of the CEO as needed by keeping abreast of agency pressures and opportunities; participate in Board meetings.

## 2. Access:

- Manage the Access program, ensuring the organization meets expectations outlined in the Ministry's contract. This includes but is not limited to:
  - *Coordinated Information* – Maintain, and support staff to be up-to-date about community services and supports. Provide leadership in the agency's role as the local Community Information Centre and Data Provider with 211 Ontario.
  - *Coordinated Access* - Provide a streamlined system for children and youth requiring Developmental Services and/or have multiple and/or complex service needs to support their families/caregivers in navigating the system or services across community, health and education.
  - *Intake and referral/ the Common Tool for Intake* so families do not have to repeat their story to other services; ensure appropriate consent processes and documentation.
  - *Service Coordination/Single Plan of Care*: Support a coordinated, collaborative experience, as well as an integrated service plan, for each child/youth and family by connecting with cross-sectoral services in an interdisciplinary approach.
  - *Case Resolution* - Support and identify appropriate community reviews of children and youth with multiple, complex needs, including transitional aged youth, at Case Resolution to support problem solving and integrated planning. Provide leadership in the agency's case resolution function by communicating consistently about expectations for Complex Special Needs funding, as well as supporting a coordinated plan for children/youth with complex needs and their families when community resources have been exhausted and specialized resources are required. Provide comprehensive and professional reporting to the Ministry, as required.
  - *Residential Placement Advisory Committee (RPAC)* - Ensure the agency completes appropriate RPAC reviews of children and youth, meeting expectations outlined in legislation as well as agency policy and procedures; ensure comprehensive and professional reporting to the Ministry, as required.
- Be well-versed in the outcomes, data and financial reporting for the Access services including Community Information; address program planning in response to these reports.
- Ensure appropriate Complex Special Needs service provider contracts are secured that will enable CSN services to be provided in a timely manner.
- Build and maintain good relationships with community, education and health service providers as well as 211 Ontario.
- Build and maintain good working relationships with other Access Mechanisms both regionally and provincially.

### 3. **Coordinated Service Planning:**

- Manage the Coordinated Service Planning (CSP) program, ensuring the organization meets expectations outlined in the Ministry's CSP Guidelines as well as the Ministry contract. This includes but is not limited to:
  - Eligibility and a single CSP wait list for Brant.
  - Providing leadership and supporting consistency with the CSP Providers in Brant.
  - Ensuring the CSP Procedure Manual is revised as needed and distributed to CSP Providers.
  - Ensuring the development, monitoring and updating of the Coordinated Service Plan by Contact Brant Service Coordinators that includes sound goals, collaborative planning and coordinated service delivery.
  - Having a centralized database for all Brant CSP client records including the Coordinated Service Plan.
  - Ensuring new community Service Coordinators are oriented to local CSP and community processes.
  - Ensuring a Coordinated Service Planning Service Coordinator is attached to all Complex Special Needs-funded children and youth. Support all agency and community Service Coordinators in the Case Resolution and Complex Special Needs processes.
  - Collection of comprehensive information that supports service delivery at the beginning and throughout the family's participation in CSP.
- Be well-versed in the guidelines, outcomes, data and financial reporting for Coordinated Service Planning; address program planning in response to these reports.
- Facilitate the CSP Providers meetings; ensure the Lead Service Coordinator has the resources needed to facilitate the Service Coordination Community of Practice and community training in Service Coordination.
- Facilitate the community's Service Coordination Network with the CEO.
- Actively participate in the Provincial Network of Coordinating Agencies.
- Support staff and community stakeholders in the implementation of the Extensive Needs Service Interdisciplinary Wraparound Services; provide required reporting to McMaster Children's Hospital.

### 4. **FASD Service Coordination:**

- Manage the FASD Service Coordination program, ensuring the organization meets expectations outlined in the Ministry's Guidelines as well as the Ministry contract. This includes but is not limited to:
  - Staff caseloads to support to families of children with FASD or possible FASD.
  - Staff having the resources and knowledge to provide community capacity building sessions, facilitate the FASD Action Group and the FASD Caregiver Support Group, as well as promote awareness of FASD.
- Be well-versed in the guidelines, outcomes, data and financial reporting for the FASD Service; address program planning in response to these reports.

- Support staff and community stakeholders in the implementation of the Extensive Needs Service FASD Diagnostic Clinic; provide required reporting to McMaster Children's Hospital.

#### 5. **Professional Expectations:**

- Provide leadership in the agency's various mandates and support the integration of Contact Brant's services.
- Always represent Contact Brant in a professional manner by maintaining professional and ethical conduct and behaviour; exhibit stated agency values.
- Adhere to agency Policies and Procedures as well as Service Principles.
- Maintain confidential, professional case files meeting Recording Standards Policy requirements.
- 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.
- Fulfill all requirements of client record keeping in a timely manner and document data required by the Ministry.
- Be familiar and cognizant of existing and new services, resources and information pertinent to the field of children/youth and families in the Brant community, and 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 the 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 to enable their regular contribution into service delivery and planning.
- Develop and foster effective working relationships with clients, cross-sectoral service providers, schools, other Contact and Access/CSN Agencies, other Coordinating Agencies, other URS Lead Organizations, and other community stakeholders to facilitate effective coordination and planning of services.
- 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 Chief Executive Officer abreast of issues related to caseload as well as matters that could impact Contact Brant both operationally and strategically.

The Clinical Manager of Service Coordination is an integral member of the Contact Brant team. It is expected that the Manager 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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Clinical Manager of Service Coordination

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Date