



Clinical Manager of Service Coordination Job Posting

Job Title: Clinical Manager of Service Coordination

Overview

Join our team to make a difference in the lives of children, youth and families!

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

The Manager supervises the Access, Coordinated Information, Coordinated Service Planning, and FASD program staff and is the agency's key contact with community service providers. The Manager evaluates service data and outcomes and supports cross-sectoral connections and system planning around the unique needs of children, youth and families. The Manager covers the Chief Executive Officer in the CEO's absence.

Contact Brant makes it simple to find community information and resources, and for children, youth and families to get connected to community services; we support families by bringing services together for a coordinated plan of care. We are an Access Mechanism, the local Community Information Centre, the Lead Coordinating Agency, and the Hamilton-Niagara Region Lead Organization for the Ontario Autism Program's Urgent Response Service.

We are proud of our workplace culture, which is accepting and committed to diversity and inclusion, as well as having a positive and supportive work environment.

Qualifications and Skills

Qualifications:

1. Master of Social Work and/or Master of Psychotherapy with registration in good standing with the OCSWSSW and/or CRPO.
2. 5 years of clinical experience, preferably in the child/youth service system, with proven skills in an interdisciplinary service approach and understanding of children and youth with neurodiversity, dual diagnosis (mental health) and health concerns.
3. Progressive supervisory experience, with demonstrated leadership skills in supporting team building, working towards a common goal, and assessing client, agency and system needs. Good understanding of financial and data reporting with accountability.

Competencies:

1. *Authentic Leadership* – Have leadership courage; build relationships; empower others; shape culture; offer guidance and support while fostering a sense of ownership and responsibility; recognize and act on new opportunities.
2. *Communication* – Strong communication skills (written, oral, listening and non-verbal).
3. *Collaboration* - Strong skills in facilitation, collaboration and mediation that support the development and maintenance of good working relationships; leadership towards interdisciplinary coordination for each child/youth/family, as well as the service system.
4. *Judgement and Accountability* - Learn from mistakes; 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 with the community system; contribute to the organization's development and future.
6. *Facilitative Decision-Making and Problem Solving* – Active problem-solving and decisiveness; 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 plans and interdisciplinary coordination.
8. *Role Modeling* - Lead by example; champion principles and practices of inclusion and equity; exemplify honesty, integrity, a sense of humour; well-organized; the highest professional and confidentiality standards; respect and family-centered practice.
9. *Implementation* – Determine appropriate processes and efficient practices to optimize work; be innovative and flexible; build a safe environment where stakeholders understand that they will be treated fairly; 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, and effective management.

Conditions of Employment:

1. An acceptable police record check as a condition of hire and every 3 years thereafter, as well as an Offence Declaration in the alternate years.
2. Valid Ontario driver's licence with a reliable automobile and sufficient insurance for use on company business.

Key Responsibilities

See the full Job Description posted on our website, www.contactbrant.net

1. Supervise agency staff in the Access, Community Information, Coordinated Service Planning, and FASD Service Coordination programs; provide leadership in these agency mandates.
2. Provide leadership and collaborate with community stakeholders to support the agency's vision that children, youth, and families are connected to and supported by their community.
3. Provide leadership to agency staff and the community around Complex Special Needs processes and services, including co-facilitating the Case Resolution Mechanism.

Perks and Opportunities

Full-time salaried position: 37.5-hour workweek, with flexible scheduling expected to meet the needs of clients and the organization.

Benefits and a moderate pension plan.

Once the probationary period is completed, option for working in office/home office.

Other information that candidates applying for this job should know:

We highly value qualified applicants who have Lived Experience with children and youth with complex special needs, or are Indigenous, 2SLGBTQ+, Black or People of Colour.

Bilingual or multi-lingual is an asset.

Salary: \$74,863 - \$81,033

Start Date: ASAP

Please submit a cover letter and resume by email to: careers@contactbrant.net with the subject title: Clinical Manager of Service Coordination Posting

Application Deadline: Thursday, November 14, 2024, at 2:00 p.m.

Only those selected for an interview will be contacted.

Contact Brant for Children's and Developmental Services
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