



Job Description: Service Coordinator

Reporting Relationship:

The Coordinated Service Planning Service Coordinator reports to the Manager of Service Coordination.

Summary of Role:

The Service Coordinator provides service navigation and coordination acting as the family's key community contact, as well as facilitates cross-sectoral services working collectively to wrap services around each family in a coordinated plan of care.

The Service Coordinator demonstrates an understanding of social, health, and educational interdisciplinary services and coordination. The position will support Contact Brant's role as the Lead Service Coordination Agency through collaborative work with partner organizations and professionals.

The Service Coordinator provides professional and confidential services; use a family centred service approach; focus on each individual's strengths; facilitate cross-sectoral connections and planning around the unique needs of children, youth and families; and effect the agency's stated values and service principles.

Hours of Work:

The Service Coordinator manages a 37.5-hour work week, with flexible scheduling expected to meet the needs of clients and the agency.

Qualifications:

1. Bachelor or post-graduate degree in social work.
2. Minimum of five years' experience in the child/youth service system, with proven skills in service navigation and coordination.
3. Extensive knowledge of the range of cross-sectoral supports and services available to children, youth and their families.

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. 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.

Competencies:

In all activities, the following competencies will be displayed:

1. *Clinical Judgement* - Maintain expert understanding on issues impacting children/youth including but not limited to developmental, Autism, FASD and other special needs, mental health, as well as sound knowledge of community, education, and health to inform and support triaging to appropriate services and the foundation for a coordinated service 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; advocate for clients' support needs where appropriate; focus on a holistic and system perspective.
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); effective interviewing and good active listening skills, including the ability to be empathetic to each unique situation; engage in positive, productive, and proactive conversations that support access to information and integrated 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. Coordinated Service Planning:

As outlined in the Ministry *Coordinated Service Planning Guidelines* as well as the *Service Coordination Brant Procedure Manual*, Service Coordinators will utilize a strengths-based, family-centered service approach to ensure a coordinated, collaborative experience, as well as an integrated cross-sectoral service plan:

- *Coordinated Information:* Maintain up-to-date information and knowledge about services and resources offered by Ministry-funded service providers and the broader community to be able to provide timely, clear and accurate information to children/youth, families, and professionals; support the agency's role as the local Community Information Center by identifying new services and changes to existing services.
- *Key Helper:* Act as the identifiable contact for each child/youth/family on your caseload by providing on-going service navigation, clear information, and

helping them articulate desired service goals; manage your client caseload by facilitating coordinated planning with cross-sectoral service partners.

- *Coordinated Access*: Support streamlined access to child and youth services, as well as to other community resources, to reduce the need for clients having to repeat their story to multiple providers; complete intake and referral, or link to appropriate Access points as required; build on information others have gathered; 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 clearly identify the strengths and needs of the child/youth/ family; capture the client's story in the appropriate Contact Brant tools and client database.
- *Coordinated Service Plan*: Create a strengths-based written Coordinated Service Plan, with goals prioritized by the family to guide the direction of services; facilitate the active participation of the family/child/youth in coordinated service planning with involved services; facilitate the coming together of relevant providers in community services, education, and health sectors to develop and maintain a single coordinated service plan for each child/youth and their family; monitor, review, and update the Coordinated Service Plan in collaboration with the family and relevant providers in accordance with Ministry guidelines and the *CSP Procedure Manual*.
- *Collaborative Experience*: Support a coordinated, collaborative experience for the child/youth and family by facilitating case conferences that bring together family and relevant service providers to develop and support an on-going integrated service plan.
- *Wraparound Approach*: Provide leadership in the development and maintenance of an interdisciplinary wraparound service approach with involved service providers; demonstrate strong facilitation skills in order to steer the process toward the development of a coordinated service plan to address the client's priorities; work collaboratively with services to ensure roles and responsibilities are clearly identified and implemented, transitions for families are as smooth as possible, and interagency processes support transparent, seamless, effective and efficient delivery of client services.
- *Monitor how children and youth are progressing through their services*: Support families through their service experience; identify any changes in client need and prioritization; communicate regularly with the child/family and service providers to support an on-going integrated service plan; explore flexible and innovative approaches for service delivery to meet the needs of each child/youth.
- *Holistic Support to Family*: Facilitate and make appropriate referrals/linkages to services and supports for the parents and/or the family as a whole in order to enable them to better support the needs of their child.
- *Transition Planning*: Address transition planning across the ages and changes for each client as outlined in the Ministry *CSP Guidelines*; facilitate integrated transition planning for youth as outlined in the *Transition Planning Protocol and Procedures for Young People with Developmental Disabilities*; include transition plan goals in the Coordinated Service Plan, starting at age 14.

- *Case Resolution*: Identify appropriate reviews for children and youth on your caseload with complex service needs to support problem solving and integrated planning, including planning for transitional aged youth; provide consistent communication about expectations for Complex Special Needs funding when community resources have been exhausted and specialized resources are required; provide comprehensive and professional reporting to the Case Resolution Team and the Ministry, as required.
- *Residential Placement Advisory Committee (RPAC)*: Support the agency's role to facilitate RPAC by ensuring appropriate reviews of children and youth at RPAC, meeting expectations outlined in legislation as well as agency policy and procedures.
- *Consent*: Following legislation, including CYFSA and PHIPPA, ensure informed consent is received from clients and information is only disclosed to those for the purposes intended.

2. 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.
- 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 ensure required documentation related to data reporting to the Ministry and Board.
- 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 by the agency and the community.
- Promote Contact Brant through presentations, participation in events, and committee membership; support integration with other Contact Brant services.
- Actively participate in the Community of Practice for Service Coordinators.
- 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.
- Develop and foster effective working relationships with clients, cross-sectoral service providers, schools, other Coordinating Agencies, and other community stakeholders to facilitate effective coordination of services for each client and system planning.

- 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 the Chief Executive Officer on matters that could impact Contact Brant both operationally or strategically.

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