



Service Coordinator Job Posting 20-Month Contract

Job Title: Service Coordinator - Coordinated Service Planning

Overview

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

What is Coordinated Service Planning (CSP)? CSP offers service navigation support to families of children and youth with complex multiple needs and facilitates wrapping interdisciplinary services around a family with a single plan of care.

What is a Service Coordinator? The Service Coordinator is the key community contact for each family and facilitates cross-sectoral services to work together to wrap services around the family. The Service Coordinator ensures the family voice is heard in the planning of interdisciplinary services and creates a written Coordinated Service Plan.

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 that is accepting and committed to diversity and inclusion, as well as having a positive and supportive work environment.

Qualifications and Skills

Qualifications:

1. Bachelor's or post-graduate degree in social work.
2. 5 years of experience in the child/youth service system with proven skills in service navigation and service coordination.
3. Extensive knowledge of the range of cross-sectoral supports and services available to children, youth and their families.

Competencies:

1. *Clinical Judgement* - Expert understanding of issues impacting children/youth, including neurodiversity, mental health, and health, as well as a sound knowledge of community, education, and health services.
2. *Collaboration* - Strong interpersonal skills in the areas of facilitation and collaboration that support the development and maintenance of good working relationships and wraparound, interdisciplinary coordination.
3. *Service Navigation* - Respond to each family's needs by helping them navigate social education and health systems, demonstrating family-centered practice.
4. *Communication* – Strong communication skills (written, oral, listening and non-verbal).
5. *Role Modelling* - Champion and practice inclusion and equity.
6. *Implementation* - 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.
7. *Continuous Learner* - Active learner; applies newly acquired knowledge in service delivery.

Conditions of Employment:

1. An acceptable Vulnerable Sector 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 full Job Description posted on our website, www.contactbrant.net

1. *Provide a coordinated, collaborative experience for each child/youth and family:* Act as the key community contact for each family, providing ongoing service navigation, clear information, and help for them to articulate desired service goals.
2. *Provide leadership in the development and maintenance of an interdisciplinary wraparound service approach:* Facilitate communication and case conferences that bring together family and relevant service providers in community services, education, and health sectors to support a single coordinated service plan for each child/youth and their family; work collaboratively with services to ensure roles and responsibilities are clearly identified and implemented; create and revise the written Coordinated Service Plan.
3. *Provide holistic support to families:* Make appropriate referrals and linkages to services and supports for each child/youth and family members to enable them to better meet their child's needs.
4. *Transition Planning:* Proactively address transition planning across child and family stages and changes.

Perks and Opportunities

Full-time 20-month contract salaried position: 37.5-hour workweek, with flexible scheduling expected to meet the needs of clients and the organization.

Once the probationary period is successfully completed, there is an option for working part-time from a 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 multilingual is an asset.

The job requires regular in-person meetings with clients.

Salary Grid: \$60,331 to \$69,061.

Start Date: June 16, 2025. Contract end date: February 12, 2027.

Please submit a cover letter and resume by email to: careers@contactbrant.net, noting it is regarding the Service Coordinator Posting.

Application Deadline: Wednesday, May 7, 2025, at 12:00 p.m.

Only those selected for an interview will be contacted.

Contact Brant for Children's and Developmental Services
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