



Service Coordinator Job Posting

Temporary Contract

Job Title: Urgent Response Service Coordinator for Autism Services

Company Overview

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

What is the Urgent Response Service? The Urgent Response Service (URS) is for children and youth ages 0 – 18 who are registered in the Ontario Autism Program (OAP) and meet the threshold of a high-risk behaviour that is new or recently escalating.

What is an Urgent Response Service Coordinator? URS Coordinators (i) support a wraparound approach to services for each family; (ii) coordinate the time-limited service to reduce the risk of harm to the child, others and/or property; (iii) facilitate the development of each URS Plan by working with clinical service providers; and (iv) support Contact Brant's role as Hamilton Niagara Region's Lead Organization for URS through collaborative work with partner organizations.

Contact Brant makes it simple: (i) to find community information and resources, (ii) 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 proud of our workplace culture that is committed to diversity, equity and inclusion, as well as having a positive and supportive work environment.

Qualifications and Skills

Qualifications:

1. Undergraduate or graduate degree in Social Work or Applied Behaviour Analysis or related education, and 5 years' experience in the child/youth service system.
2. Proven skills in service coordination and strong knowledge of Autism Spectrum Disorder and issues impacting the well-being of children and youth.
3. Extensive knowledge of the range of supports and services available to children/youth and families in one or more of the communities of Brantford/Brant, Haldimand-Norfolk, Hamilton, and Niagara.

Competencies:

1. *Clinical Judgement* - Maintain sound understanding of Autism, mental health, and other issues impacting children and youth to inform development of a strong intervention Plan.
2. *Collaboration* - Strong interpersonal skills in the areas of facilitation and collaboration that support the development and maintenance of good working relationships and inter-disciplinary coordination.
3. *Service Navigation* - Responsive to the needs of each family by helping navigate social, health, and education systems, demonstrating family-centered practice.
4. *Communication* – Strong communication skills (written, oral, listening and non-verbal).
5. *Role Modeling* - Champion and practice inclusion and equity.
6. *Implementation* - Strong organizational skills; attention to detail and accuracy in documentation; 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; apply newly acquired knowledge in service delivery.

Conditions of Employment:

1. Acceptable police Vulnerable Persons Record check; maintaining no criminal convictions for which a pardon has not been granted.

Role Responsibilities

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

1. *Determine eligibility and complete the URS intake process:*
Intake includes completing the Child and Adolescent Needs & Strengths tool (CANS).
2. *Service navigation:* Facilitate access to relevant services in the family's local community at the time of intake, throughout URS supports, and at discharge.
3. *Judgement and accountability:* Respond to time-sensitive information; make sound judgments to plan and coordinate services; and ensure follow-up and communication.
4. *Collaboratively develop, monitor and update the Urgent Response Service Plan:*
Facilitate the active participation of the child/youth/family in the development and updating of the URS Plan to address the identified high-risk behaviour. Identify the interdisciplinary service providers to enact the Plan's services; regularly review and revise the plan collectively.
5. *Provide a coordinated, collaborative experience for the child/youth and family:*
Provide leadership in the development of a wraparound service approach for the URS plan that addresses the area of need within the brief service period (maximum 12 weeks).

Perks and Opportunities

- Salaried Temporary Contract ending March 31, 2026.
- 37.5-hour workweek with flexible scheduling that meets the needs of clients and the organization.
- Once the probationary period is successfully completed, options 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 (caregiver - Autism), or are Indigenous, 2SLGBTQ+, Black or People of Colour.
- Bilingual or multi-lingual is an asset.
- Most of the work is completed virtually.
- Salary: \$60,331 to \$69,061 annually.
- Start Dates and Contract Term: July 2025 through March 31, 2026.

Please submit a resume as well as a cover letter by email to: careers@contactbrant.net
with the subject line titled: URS Coordinator

Application Deadline: Friday, June 20, 2025, 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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