



Service Coordinator Job Posting 18-Month 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 31st, 2027.

37.5-hour workweek with flexible scheduling that meets the needs of clients and the organization.

Once 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: October, 2025 through March 31st, 2027.

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

Application Deadline: Friday, September 19th, 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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