



Service Coordinator Job Posting

15-Month Temporary Contract

(to cover existing employee leave of absence)

Job Title: Urgent Response Service Coordinator for Autism Services

Company Overview

Contact Brant makes it simple to find community information and resources, and for children, youth and families to connect to community services. We support families by bringing services together for a coordinated plan of care. We are proud of our supportive workplace culture committed to diversity, equity, and inclusion.

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

What is an Urgent Response Service Coordinator? The URS Coordinator demonstrates an understanding of social, health, and educational interdisciplinary services and coordination, and have strong knowledge of services and supports in the Hamilton-Niagara Regions. The position will support Contact Brant's role as the regional lead organization for Urgent Response Services through collaborative work with partner organizations in Brant, Haldimand-Norfolk, Hamilton, and Niagara. The URS Coordinator will use a family-centred approach focusing on each individual's strengths. They will demonstrate Contact Brant's values and service principles, while supporting cross-sectoral connections and plans to meet the unique needs of each child, youth, and family participating in service.

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 interdisciplinary 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

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 a brief service period.

Perks and Opportunities

Salaried Temporary Contract ending March 31st, 2027.

37.5-hour work week with flexible scheduling to meet 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.

Salary: \$60,331 to \$69,061 annually

Start Date and Contract Term: January, 2026 to March, 2027.

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

Application Deadline: Friday, December 12th, 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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