



**Service Coordinator Job Posting**  
**6-Month Temporary Contract**  
*(to cover existing employee leave of absence)*

**Job Title:** Service Coordinator

**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.

The Service Coordinator provides comprehensive, strengths-based, and family-centred resource and service coordination for children and youth with complex needs and their families. Guided by relevant Ministry and program guidelines (Coordinated Service Planning, Complex Special Needs, and/or Extensive Needs Services), and organizational procedures, this role ensures a coordinated and collaborative, and integrated cross-sectoral service experience.

With a solid understanding of social, health, and educational interdisciplinary services and coordination, the Service Coordinator will support Contact Brant's role as the lead service coordinating agency through collaborative work with partner organizations and professionals.

**Qualifications and Skills**

*Qualifications:*

1. Bachelor's or post-graduate degree in social work or a related field
2. Minimum of five years of 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.

*Competencies:*

1. *Clinical Judgement* - Maintain solid understanding on issues impacting children/youth including but not limited to developmental delays, Autism, FASD, and other special needs.
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. *Judgement and Accountability* - Respond to time-sensitive information, sound judgment to plan and coordinate services, and ensure timely communication.
5. *Facilitative Decision-Making and Problem-Solving* – Ask questions to probe for solutions, and work to build consensus while prioritizing challenges in a focused and positive manner.
6. *Communication* – Strong communication skills (written, oral, listening and non-verbal).
7. *Role Modeling* - Champion and practice inclusion and equity.

8. *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.
9. *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.

**Key Responsibilities**

1. *Service access and navigation* – Provide clear, timely information and support families in accessing and navigating services, including intake, referrals, and connections across sectors.
2. *Family-centred service coordination* – Act as the primary contact for families, using a strengths-based approach to identify needs, set goals, and support a coordinated service experience.
3. *Coordinated service planning* – Develop and maintain integrated service plans that reflect family priorities and align with Ministry guidelines and agency procedures.
4. *Collaboration and wraparound approach* – Facilitate case conferences and lead collaborative, cross-sectoral planning to ensure seamless, well-coordinated service delivery.
5. *Transitional support and complex case coordination* – Support life-stage transitions, including planning for adulthood, and coordinate responses for complex cases requiring additional review or specialized resources.
6. *Monitoring and accountability* – Uphold privacy and consent standards, maintain accurate documentation, track progress, and adjust plans to respond to changing needs. Maintain ongoing communication and contribute to strong community partnerships.

**Perks and Opportunities**

Salaried Temporary Contract ending January 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 caregiver experience, are Indigenous, 2-Spirit LGBTQ+, Black or People of Colour.

Bilingual or multi-lingual is an asset.

Salary: \$63,802 to \$69,061 annually

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

**Please submit a resume as well as a cover letter by email to:** [careers@contactbrant.net](mailto:careers@contactbrant.net)

Re: Service Coordinator

*Application Deadline:* Friday, June 19th, 2026 at 2:00 p.m.

Only those selected for an interview will be contacted.

**Contact Brant for Children's and Developmental Services**  
255 Colborne Street, Brantford, ON, N3T 2H3