



POSITION TITLE:	SERVICE PLANNING COORDINATOR
DEPARTMENT:	SUPPORT SERVICES
REPORTS TO:	SUPPORT SERVICES SUPERVISOR
CLASSIFICATION:	FULL TIME PERMANENT
LOCATION:	RAMA FIRST NATION, ON
POSTING DATE:	AUGUST 31 ST , 2023
CLOSING DATE:	SEPTEMBER 24 TH , 2023

Dnaagdawenmag Binnoojiiyag Child & Family Services is a multi-service Indigenous wellbeing agency. We provide a stable foundation for children, youth, and families, through wraparound services that are culturally based, and family focused.

PURPOSE OF THE POSITION

This position serves as a dual role as Service Planning Coordinator and Urgent Response Service Coordinator which are community-based roles, held in partnership with the Children's Treatment Network.

Service Planning Coordinator (SPC):

The Service Planning Coordinator has a goal of ensuring service integration and provide a range of ongoing supports to Indigenous children, youth, and their families with multiple and/or complex special needs. The Service Planning Coordinator will lead integrated service planning for Indigenous families of children and youth with multiple and/or complex special needs by working with providers from multiple sectors in individual child, youth, and family teams. Additionally, the Service Planning Coordinator will provide supports to the families in the Single Plan of Care Process, including but not limited to, case management and emotional support. The Service Planning Coordinator will be highly skilled and knowledgeable with broad based extensive experience with families, systems, and service providers.

Urgent Response Service (URS) Coordinator:

The Urgent Response Service Coordinator has a goal of ensuring that Indigenous children, youth, and family needs related to Autism services are prioritized to ensure that all services are maximized for those who are affected by Autism. The Ontario Autism Program (OAP) is designed to respond rapidly to a specific identified need to prevent further escalation of risk or harm to a child or youth, other people or property based on the identification of key high-risk factors.

The URS Coordinator will lead integrated service planning for Indigenous families of children and youth who meet the specific criteria and are registered or eligible to be



registered with the Ontario Autism program. The URS Coordinator will be highly skilled and knowledgeable with broad based extensive experience with supporting Indigenous families, systems, and service providers.

While the focus will be on developing a family-centered URS service plan based on the needs of the child/youth, the URS Coordinator will also work alongside the Service Planning Coordinator in the coordination of services and support of those children and youth with high complex needs and those identified with Autism. It will also be the expectation of the URS Coordinator to ensure that a culturally sensitive service plan, which will include appropriate linkages to other services and supports, is developed for the caregivers and family to better support the needs of the child/youth.

RESPONSIBILITIES

- Develop leadership and support around the use of the Single Plan of Care (SPOC) Process, an inter-agency, inter-professional, and cross-sectoral team approach to the development and monitoring of a comprehensive integrated single plan of care based on the family vision and priorities which addresses the service needs of the child/youth.
- Provide required supports (both western and traditional approaches) including case management to children, youth and families while undergoing the planning process with the broader child and family team including facilitating access for the child, youth, and family to relevant services in their service delivery area including respite and funding.
- Be knowledgeable in Children's Services and discuss the family's concerns, if applicable, regarding their service plan and maintain a current comprehensive knowledge base of the system and resources across sectors to assist in system navigation and source appropriate services for the child, youth and/or family.

Service Planning Coordinator:

- Facilitate the active participation of the family and/or the youth themselves in the integrated service planning, including developing the family vision and setting of goals which are specific, measurable, achievable, realistic, and time bound (SMART).
- Using clinical judgement to assess/analyze, that is culturally sensitive to the nature and level of need as well as strengths of the child/youth and family that are to inform the area of need to be supported through service providers.
- Facilitate the coming together of relevant providers from appropriate sectors to develop and maintain a single integrated service plan for the child/youth and their family.
- Facilitate working relationships with providers in relevant sectors, to enable their regular contribution into integrated service planning and obtain and share relevant information regarding services for the child/youth.



Urgent Response Service Coordinator:

- Collecting, synthesizing, and summarizing information relevant to the development of the URS plan, including information from all relevant environments and contexts.
- Using clinical judgement to assess/analyze, that is culturally sensitive to the nature and level of need as well as strengths of the child/youth and family that are to inform the area of need to be supported through URS.
- Acting as the primary point of contact for the child/youth and family regarding the URS as well as a URS liaison and resource to the broader service system.
- Facilitating the active participation of the family and/or the youth themselves in the planning, including goal setting and identification of service elements to address the goal.
- Providing leadership and support to the development and use of an inter-agency, inter-professional and cross-sectoral URS plan that addresses the single area of urgent need for the child/youth and family including advocacy for our indigenous children, youth families and caregivers.
- Ensuring services are effective, planning is collaborative and culturally sensitive, and facilitating the development of a URS plan that clearly identifies the integration of the URS service elements.
- Facilitating the coming together and building consensus of URS providers of appropriate disciplines, to refine and coordinate the delivery of the URS service elements.
- Identifying and coordinating consultation with specialized services to address the area of urgent need including but not limited to arranging necessary assessments for the child/youth.
- Monitoring and reviewing the URS plan on a regular basis (including the formal 6-week progress report), in collaboration with the family and relevant service providers and updating same as the child, youth and/or family's needs change.
- Ensuring that planning for transition from URS is included in the plan and actively discussed with the child/youth and family.
- Working collaboratively with other service navigation supports including IIO Care Coordinator and Service Planning Coordinator to ensure roles and responsibilities are clearly identified and implemented and transitions for families are as smooth as possible.
- Supporting families navigate health, mental health, and social systems by identifying and addressing disparities and barriers to equitable access.
- Administering (or overseeing the administration of) formal evaluation procedures to gather data on the impact of the URS intervention.

Other Duties:

- Other duties as assigned.



POSITION REQUIREMENTS

Education and Experience Requirements:

- University Degree or related post-secondary education in an area that is aligned with Human and Health Services.
- Experience working within Child Welfare and/or Indigenous Child-Wellbeing setting would be considered an asset.

Knowledge Requirements:

- Understanding of various cultures and cultural communities such as Francophone, First Nations, Métis, and Inuit (FNMI) communities.
- In depth knowledge of the broader service system for children and families, including flexible funding resources, crisis services and supports.
- Extensive knowledge of autism spectrum disorder, including relevant intervention strategies and common co-existing conditions.
- Thorough understanding of privacy and the obligation to maintain confidentiality as set out in legislation and Dnaagdawenmag Binnoojiiyag's policies and procedures.
- Knowledge of Indigenous culture and values including awareness of the First Nation, Inuit, and Métis Communities we service.
- A good working knowledge of community services within the Dnaagdawenmag Binnoojiiyag Child & Family Services catchment area and surrounding areas to assist in service provision.
- A solid understanding of and sensitivity to the experiences of First Nations and Indigenous peoples in Canada, and the impact of the legacy of Residential Schools and the Sixties Scoop upon them is essential.

Ability Requirements:

- The ability to effectively support families who may be experiencing significant emotional distress.
- Providing leadership to the development and maintenance of a wrap-around team-based approach in the development and implementation of the service response.
- Ability to understand and work with various other communities appreciating cultural differences and diversity.
- Ability to work as a team using a solution focused approach with families and other team members while always working to move the team towards the achievement of the family's goals, and creating a culture of collaboration.
- Ability to facilitate the development of integrated functional team goals that are specific, measurable, achievable, realistic, and time based.
- Appropriate independence using strong judgement skills to access supervision as required.
- Strong organizational skills with respect to time and ability to prioritize workload and work tasks.



- Exceptional solution focused communication skills that promote positive, productive, and proactive dialogue that contributes to the successful implementation of the URS plan.
- Outstanding leadership, facilitation, conflict management and mediation skills to cultivate a team-based approach.
- Adaptable to work within an evolving / changing system of service delivery.
- Commitment to supporting diverse families in a respectful and inclusive manner.
- Superior problem-solving skills.

Mandatory Requirements:

- Provide an acceptable Canadian Police Information Centre Check (CPIC) and Vulnerable Sector Screening (VSS).
- Able to provide a safe vehicle for use on the job, an acceptable Driver's Abstract, evidence of a valid Ontario Driver's License and of Personal Liability & Property Damage insurance coverage for at least \$2,000,000.00.
- Must be willing to work flexible hours including weekends, evenings and holidays as required.

WORKING CONDITIONS

- You will be provided a working location with a hybrid work from home option available.
- Travel within the catchment area will be required from time to time.
- At our Agency, we actively encourage a healthy work life balance and aim to ensure working hours do not exceed 35 hours per week and/or do not need to be conducted during evenings and weekends. We recognize however, that needs may need to be met outside of these hours from time to time. We have a flexible work policy where we aim to maintain an 8-hour daily schedule (inclusive of a 1 hr lunch) whenever possible. There may be occasions where your scheduled start and end time will vary outside of 8:30am-4:30pm or that you will need to work extra hours.

STARTING SALARY RANGE

- \$67,695.22 - \$81,589.93 - depending on qualifications and experience.

TO APPLY

- Please email the following to careers@binnoojiiyag.ca
 - Application for Employment (available at www.binnoojiiyag.ca)
 - Please indicate preferred location in your application
 - Resume (include 3 supervisor references)
- Incomplete Applications will not be considered.
- Only those selected will be contacted for an interview.
- As an Indigenous Child Wellbeing Agency, we give priority to applicants who identify as First Nations, Inuit, Métis, and those with close affiliations.