



POSITION TITLE:	COORDINATED SERVICE/URGENT RESPONSE COORDINATOR (DUAL ROLE)
DEPARTMENT:	SUPPORT SERVICES
REPORTS TO:	SUPPORT SERVICES SUPERVISOR – SPECIALIZED SERVICES
CLASSIFICATION:	FULL TIME CONTRACT (12 MONTHS)
FULL SALARY RANGE:	\$68,934.04 TO \$92,299.40 *
LOCATION:	WHITBY, ON
POSTING DATE:	MARCH 27 TH , 2024
CLOSING DATE:	APRIL 10 TH , 2024

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

The Service Planning/Urgent Response Service Coordinator (SP/URSC) is a dual role, that will work with our agency partner, Resources for Exceptional Children and Youth to support the planning, ongoing development and maintenance of Coordinated Service Planning and Urgent Response Services (Ontario Autism Program). The SP/URSC shall support our Indigenous children and youths across the Durham Region and Five Counties (URS only). The SP/URSC with the guidance of the Support Services Supervisor – Specialized Services will use their experience and knowledge to support our Indigenous children, youth, and their families in accessing services under the OAP and in coordinating services for those children and youth with multiple and/or complex special needs.

RESPONSIBILITIES

Service Planning Coordinator (SPC):

The Service Planning Coordinator has a goal of ensuring service integration and to provide a range of ongoing supports to Indigenous children, youth, and their families with multiple and/or complex special needs. The SPC will act as the primary point of contact for children and youth with multiple and/or complex needs under the age of 18 as well as young people between the ages of 18 and 21 who remain in school. The SPC will lead the development, monitoring, and evaluation of the Coordinated Service Plan created with the child, youth, family, and providers from multiple sectors. The SPC will be highly skilled and knowledgeable with broad based extensive experience with families, systems, and service providers and will work collaboratively with the project partners in the delivery



of the coordinated service plan.

- Delivering service that is culturally sensitive and child centered. Ensuring that child/youth, their families, and community partners and are actively engaged in intervention planning and promoting collaborative partnerships.
- Utilizing information gathered to develop a comprehensive understanding of the strengths and needs of the child/youth, their family, and the environment that they live.
- Using clinical judgement to assess and analyze in a culturally sensitive manner the strengths and needs of the child/youth and family which will ultimately inform the area of need to be supported through service providers.
- Providing leadership and support to the development and use of an inter-agency, inter-professional and cross-sectoral integrated coordinated service plan based on the family vision and priorities that addresses the service needs of the child/youth.
- Ensuring planning is collaborative by facilitating the coming together of relevant providers from appropriate sectors, to develop and maintain the coordinated service plan for the child/youth and their family.
- Coordinating case conferences that include the family and all service providers and any other supports identified by the family.
- Updating the coordinated service plan, minimally every 6 months, to reflect shifting priorities of the family, the child's developmental stage, progress towards goals and objectives, and transition planning.
- Maintaining 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 family.
- Researching and providing information and resource materials to parents.
- Acting as primary point of contact for a family and, when a new need or concern arises, respond to contacts from families to discuss the appropriate approach to addressing the need.
- Ensuring services are culturally sensitive, effective, well-coordinated, family-centered, and responsive to the child/youth's changing needs.
- Providing written documentation for clients and external agencies in a writing style that is appropriate for the reader.
- Verbally communicating concisely, clearly and in a manner that is appropriate for the listener.
- Advocating with and on behalf of Indigenous families where necessary.

Urgent Response Service Coordinator (URSC):

The Urgent Response Program [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/youth, other people or property based on the identification of key high-risk factors. The URSC 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 URSC will provide the Urgent Response Service in a culturally sensitive, comprehensive, flexible, and timely manner for Indigenous children/youth with Autism. The URS Coordinator will provide service navigation for all Indigenous children/youth referred, and lead the development, monitoring, and evaluation of the Urgent Response Service plan for those who meet the criteria for the service and their families.

It will also be the expectation of the URSC 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.

- Engaging parents/caregivers and the child/youth in the process of gathering information.
- Guided by the CANS tool, reviewing information on the child/youth's needs and other information pertinent to service delivery.
- 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 and analyze in a culturally sensitive manner the strengths and needs of the child/youth and family which will ultimately 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 and is responsive to the child/youth's needs.
- 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 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.
- Supporting families to 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.
- Being knowledgeable and available to discuss the family's concerns, if applicable, regarding their URS plan and its implementation.
- Conducting the review at the conclusion of (up to) 12 weeks of service.

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, 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 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.
- 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:

- Must be willing to work flexible hours including weekends, evenings and holidays as required.
- 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.

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 the needs of the children, youth, and families that we work alongside do require services outside of these hours. We have a flexible work policy where we aim to maintain an 8 hour schedule (inclusive of a 1 hr lunch), but there are occasions where such planning is not possible. In this role, you will need to have flexibility in your work schedule.

STARTING SALARY RANGE

- \$68,934.04 – \$83,083.03, depending on qualifications and experience.

* PLEASE NOTE: The full salary range is the total earning potential for this position. Increases are awarded based on your annual performance review.



Dnaagdawenmag Binnoojiiyag
Child & Family Services

EMPLOYMENT OPPORTUNITY

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 work-related supervisory 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.