Contact HAMILTON
For Children's and Developmental Services
pour les services à l'enfance et à l'adaptation

JOB POSTING:
COORDINATED SERVICE PLANNER

Posting date: Wednesday, November 4, 2026
Application Submission Deadline: November 15, 2026

Please submit an application form, in confidence to:
selena.boutilier@contacthamilton.ca

We will only contact those selected for an interview. Thank you.

Coordinated Service Planning supports children/youth and their families who have complex, multiple needs with creating a single service plan. Coordinated Service Planning makes sure that all the professionals involved with a child/youth and their family are working together as a team towards the child/youth's and family's goals, and that the child/youth and family are kept informed of what's going on at all times.

Contact Hamilton's Child and Youth Services Program is currently recruiting 1 highly motivated professional for the following position:

Position: COORDINATED SERVICE PLANNER, CHILD AND YOUTH SERVICES

Category	Full-time Permanent (1.0 FTE)
Effective Date	Vacant Position - As soon as possible
# Positions Available	1
Potential Hourly Rate	$29.768/hour to $37.666/hour
Reports to	Children and Youth Services Manager
Location	Main Office Site: 140 King Street East, Hamilton Travel may be required throughout Hamilton and surrounding communities. Contact Hamilton has a *Remote Work* Policy that allows employees to work from home up to 5 days/week. Employees are required to attend the Main Office Site to provide on-site responder duties (typically once a month) and when requested by their Manager, including on-site quarterly team meetings.

Key Duties (not exhaustive)	This position provides service coordination and facilitation support to children, youth, and families with multiple and/or complex needs. Responsibilities include: • Receives and prioritizes referrals for Coordinated Service Planning based on need and urgency. • Serves as the primary point of contact for children, youth, and families participating in Coordinated Service Planning. • Facilitates person-centred planning meetings with children, youth, families, and service providers to identify goals, priorities, and coordinated actions. • Develops, documents, and maintains comprehensive Coordinated Service Plans that reflect family-driven goals and clearly assigned action items. • Coordinates ongoing communication among service providers to ensure collaborative and integrated service delivery. • Reviews and updates Coordinated Service Plans on a regular basis and facilitates plan review meetings as required. • Supports linkage to community resources, services, and sector-specific planning processes, including developmental, mental health, educational, and health-related services. • Supports the Case Resolution process and children and youth receiving Complex Special Needs (CSN) funding, including the development, monitoring and review of CSN budgets. • Builds and maintains effective working relationships with children, youth, families, community agencies, school boards, healthcare providers, and other system partners. • Maintains current knowledge of child and youth services, community resources, sector initiatives, and relevant protocols. • Completes accurate and timely documentation, reporting, and database entry in accordance with organizational standards and business rules. • Participates in stakeholder meetings, Communities of Practice, committees, and special projects that support service coordination and system improvement.
Minimum and Preferred Qualifications	• Post-secondary degree or diploma in a related human service field, ideally Child and Youth Studies, Social Work, Social Services, Disability Studies, or a related discipline. • Minimum 5 years' experience working in child and youth services supporting children, youth, and families experiencing multiple and/or complex needs. • Experience coordinating services and facilitating collaborative planning processes involving multiple stakeholders. • Experience supporting children and youth with complex presentations, including developmental, behavioural, mental health, FASD, ASD, and/or other complex needs. • Demonstrated knowledge of Hamilton's child and youth service system and community resources.

	• Experience managing complex situations and resolving service coordination issues. • Strong facilitation, documentation, and relationship-building skills.
Skill Set	• Demonstrates Contact Hamilton's values and service principles: Integrity, Diversity, Empathy, and Accountability. • Client Service Coordination: Able to support families through complex service systems and coordinate multidisciplinary service planning activities. • Clinical Risk Assessment and Risk Mitigation: Able to identify concerns, assess risks, and respond appropriately within established processes. • Collaboration/Networking: Able to establish and maintain effective working relationships with children, youth, families, service providers, and community partners. • Commitment to Equity, Diversity & Inclusion: Demonstrates behaviours that promote equity, diversity, inclusion, anti-racism, and anti-oppression. • Communication: Effectively communicates orally and in writing with diverse audiences. • Conflict Resolution & Negotiation: Able to facilitate discussions involving differing perspectives and support collaborative problem-solving. • Detail Oriented: Able to maintain accurate documentation and manage complex information. • Meeting Facilitation: Able to coordinate, facilitate, and document collaborative planning meetings. • Problem Solving: Demonstrates sound judgment and the ability to interpret and apply policies, procedures, and service coordination practices. • Planning & Organization: Demonstrates strong organizational skills and the ability to manage multiple priorities in a dynamic environment. • Computer Literacy: Advanced computer skills in a Windows environment, including Microsoft Office, databases, virtual meeting platforms, and information management systems.
Other Requirements	• A current and original copy of a satisfactory Criminal Records check with Vulnerable Sector Screening • Valid driver's license and access to a vehicle • A minimum of $ 2 million in liability automobile insurance • Employees must meet the terms and conditions of the *Remote Work* Policy, including but not limited to having access to a private and secure home office with reliable internet in order to participate in the Remote Work program.

Diversity, Equity and Inclusion	It is an asset to have the ability to speak, read, and write in the French language. We are committed to providing barrier-free and accessible employment practices. As such, Contact Hamilton will provide reasonable accommodation for any applicant, as requested during the recruitment process. For any recruitment-related accommodation needs and/or requests, please contact Selena Boutilier at selena.boutilier@contacthamilton.ca Contact Hamilton believes in diversity and recognizes the benefits it can bring to our organization and the people we support by including multiple perspectives and ideas. Contact Hamilton encourages and welcomes applications from people reflecting the diversity of our communities. Contact Hamilton is dedicated to a culture of inclusivity, equity, and diversity.
Health and Safety	Health and safety are of paramount importance to us. Safety protocols are in place. All employees are expected to comply with Contact Hamilton's health and safety policies and protocols.