



POSTING

Posting date: November 11, 2020

Application Submission Deadline: 5 pm, Sunday November 22, 2020

Please submit application package, in confidence to:
selena.boutillier@contacthamilton.ca or fax: 905-522-6957

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

Position: Information and Referral Consultant - Part Time (0.6 FTE)

Category	Permanent Part Time, 0.6 FTE
Effective Date	As soon as possible
# Positions Available	1
Reports to	Manager of Children and Youth Services
Location	Main Office Site, Hamilton
Preferred Qualifications	<ul style="list-style-type: none"> • Completion of a college or university degree/diploma in a related human service field • Minimum 5 years' <u>current</u> experience working in the field of children and youth services, in particular: <ul style="list-style-type: none"> ○ Mental health ○ Developmental ○ Autism ○ FASD ○ Multiple complex needs • Experience in providing information, intake, and referral functions on behalf of children, youth, and families • Experienced in providing service coordination on behalf of children, youth, and families • Current and thorough knowledge of community resources in Hamilton for children and youth within the sectors identified above • Current knowledge of community processes specific to children and youth • Experienced and knowledgeable about youth and family engagement

Skill Set	<ul style="list-style-type: none"> • Demonstrated ability to develop effective engagement strategies and working relationships with youth, families, and service providers • Commitment to diversity, equity and inclusion, and a demonstrated ability to work with diverse populations • Knowledge of and commitment to the values and service principles of Contact Hamilton • Demonstrated exceptional skills in the following key areas: <ul style="list-style-type: none"> ○ Interpersonal and facilitation skills ○ Verbal and written communication ○ Critical thinking, including the ability to interpret and apply guidelines, policies, and procedures. ○ Problem solving and use of professional judgement ○ Ability to work independently and as part of a team ○ Organizational abilities and the ability to work in a fast-paced and dynamic environment ○ Database and computer management including proficiency in a Windows environment, the ability to enter data “live” into the database while working with youth/families/providers, and the ability to work in multiple systems
Qualities	<ul style="list-style-type: none"> • Positive and mindful • Acts with integrity - is trustworthy and honest • Flexible and adaptable to changing needs • Accountable • Reliable • Dedicated • Takes initiative • Embraces diversity
Key Duties (not exhaustive)	<ul style="list-style-type: none"> • Most of the client work is done via telephone and requires the employee to enter data ‘live’ and in ‘real time’ into the database; in-person and videoconference appointments are accommodated as required • Skillfully interviews youth, family, and/or service providers to assess needs • Immediately following the intake interview, makes service recommendations about available and relevant community services across sectors • Makes and tracks referrals to Ministry funded children and youth service agencies in a timely manner • Links youth, families, and agency partners to relevant community processes in a timely manner • Provides service coordination at the level required • Liaises with key agencies within and across sectors
FLS and Diversity	<ul style="list-style-type: none"> • French language is an asset • Contact Hamilton is dedicated to a culture of inclusiveness and diversity. We are committed to providing barrier-free and accessible employment practices.

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| | <ul style="list-style-type: none">• Contact Hamilton employees will demonstrate respect, empathy, and accountability to the children, youth and families we serve, and each other.• Applicants that may require accommodation due to disability during the selection process must notify Human Resources when contacted for an interview. |
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