



POSTING

Posting date: Friday, May 14, 2021

Application Submission Deadline: Monday May 24, 2021

Please submit cover letter and resume, in confidence to:
selena.boutilier@contacthamilton.ca or fax: 905-522-6957

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

Passport is a funding program funded by the Ministry of Children, Community and Social Services. Passport funding is used to help adults with a developmental disability to live more independently by developing skills, and to be involved in their community. The Hamilton-Niagara Passport Funding Program is one of 11 Passport agencies in Ontario and serves people living in the Hamilton-Niagara Region. The Hamilton-Niagara Passport Funding Program is administered by Contact Hamilton. For more information, please visit www.contacthamilton.ca

Position: Passport Coordinator

Category	Full Time Permanent (37.5 hours/week)
Effective Date	June 28, 2021 or earlier
Reports to	Passport Program Manager
Location	Main Office Site, 140 King Street East, Hamilton
Key Duties (not exhaustive)	<ul style="list-style-type: none"> • Review of reimbursement claims when flagged for follow up, including taking actions to resolve outstanding claims • Engaging people who are newly approved for funding to 'onboard' them to the Passport Program • First-line timely response to existing and new Passport recipients for information and support • Supporting Passport recipients who are experiencing challenges in appropriately using their funding, and problem solving barriers and identifying resolutions • Supporting key Passport processes • Detailed and time sensitive data entry, and documentation • Travel may be required within the Hamilton-Niagara Region when required

<p>Preferred Qualifications</p>	<ul style="list-style-type: none"> • Post-secondary degree or diploma in human or social services • Minimum 3 years' experience working in the field of adult developmental services • Extensive working knowledge of the developmental services sector, specifically knowledge of the services and supports available in the Hamilton-Niagara Region • Sound knowledge of the Passport funding program • Experience with case management • Excellent customer service skills; timely, responsive, and sensitive to the needs of consumers • Experience working in CRM and DSCIS database systems • Ability to navigate complex database systems • Experience with managing detailed work requiring precision
<p>Skill Set</p>	<ul style="list-style-type: none"> • Demonstrates the values and behaviours that promote diversity, equity, and inclusion • Excellent ability to develop effective and collaborative working relationships with individuals, families and service providers • Excellent interpersonal skills • Excellent verbal and written communication skills, including excellent documentation skills • Critical thinking, including ability to consistently interpret and apply guidelines, policies, and procedures • Excellent ability to problem solve and use professional judgement • Ability to work independently, and collaboratively as part of a team • Strong organizational abilities; ability to work in a fast-paced and dynamic environment; ability to quickly adjust to changing priorities, the needs of clients, and the program • Excellent computer skills, proficient in a Windows environment; able to learn software / database systems and work in multiple systems. Able to support data entry, word processing, email, and keyboarding.
<p>Other Requirements</p>	<ul style="list-style-type: none"> • A current and original copy of a satisfactory Criminal Records Check with Vulnerable Sector Screening required if selected • Valid driver's license and access to a vehicle • A minimum \$2-million liability automobile insurance
<p>FLS and Diversity</p>	<ul style="list-style-type: none"> • It is an asset to have ability to speak, read, and write in the French language • 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. • We are committed to providing barrier-free and accessible employment practices. As such, Contact Hamilton will provide reasonable accommodation for any applicant, as requested

	<p>during the recruitment process. For any recruitment related accommodation needs and/or requests please contact Selena Boutilier at selena.boutilier@contacthamilton.ca</p>
COVID-19	<ul style="list-style-type: none">• Health and safety is of paramount importance to us. In response to the current COVID-19 pandemic and restrictions, this position will temporarily be working both in-office and remotely. In-office work will be required for the completion of specific essential tasks, with the remainder of the work occurring remotely. Once COVID-19 restrictions ease, this position will be based out of the Hamilton office.