



POSTING

Posting date: November 24, 2021

Application Submission Deadline: December 5, 2021

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

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

The Passport funding program is a provincial 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. It is also used to provide primary caregivers with respite. In the Hamilton-Niagara Region, the Passport funding program is administered by Contact Hamilton. www.contacthamilton.ca

Position: Passport Coordinator

Category	Full Time Permanent
Effective Date	As soon as possible
Reports to	Passport Program Manager
Location	Main Office Site: 140 King Street East, Hamilton Travel may be required within the Hamilton-Niagara Region Contact Hamilton has a Work From Home policy that allows employees to work from home up to 5 days/week.
Key Duties	<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

	<ul style="list-style-type: none"> • Detailed and time sensitive data entry, and documentation
Preferred Qualifications	<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 • Knowledge of the Passport funding program • Experience with case management • Excellent customer service skills; timely, responsive, and sensitive to the needs of consumers • Experience with navigating multiple and unique database systems • Experience with managing detailed work requiring precision
Skill Set	<ul style="list-style-type: none"> • Demonstrates the values and behaviours that promote diversity, equity, and inclusion • Demonstrated ability to develop effective and collaborative working relationships with individuals, families and service providers • Effective interpersonal skills • Effectively communicates both orally and in writing, including documentation skills • Critical thinking, including ability to consistently interpret and apply guidelines, policies, and procedures • Effective problem solving skills, and use of professional judgement • Ability to work independently, and collaboratively as part of a team • Advanced 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 • Demonstrated 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.
Other Requirements	<ul style="list-style-type: none"> • 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 \$2-million liability automobile insurance • Contact Hamilton has a COVID-19 Vaccination Policy in compliance with the Chief Medical Officer of Health's directive. Employees are required to confidentially disclose their vaccination status. Employees who are not fully vaccinated against COVID-19 will be required to review an information package, and to take COVID-19 rapid antigen testing at a pre-determined frequency when coming to the office.

	<ul style="list-style-type: none"> • Employees must meet the terms and conditions of the Work From Home Policy.
<p>Diversity, Equity and Inclusion</p>	<p>It is an asset to have ability to speak, read, and write in the French language. Pour voir une traduction française de cette publication, veuillez visiter: https://contacthamilton.ca/careers-2/</p> <p>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.</p> <p>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</p>
<p>COVID-19</p>	<p>Health and safety is of paramount importance to us. Safety protocols including but not limited to the use of PPE and social distancing are in place. All employees are expected to comply with all COVID-19 protocols.</p>