



**POSTING**

Posting date: May 6, 2022

Application Submission Deadline: May 15, 2022

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

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

Developmental Services Ontario (DSO) agencies are funded by the Ministry of Children, Community and Social Services (MCCSS) as the single point of access to adult developmental services in Ontario, that are funded by MCCSS, under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Developmental Services Ontario Hamilton Niagara Region (DSO HNR) serves the communities of Brant, Haldimand, Norfolk, Hamilton, Niagara and the First Nations communities of Six Nations and Mississaugas of the Credit.

**Position: Service Connections**

<b>Category</b>	Permanent Full Time
<b>Effective Date</b>	As soon as possible
<b># Positions Available</b>	1
<b>Reports to</b>	DSO HNR Manager
<b>Location</b>	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. Employees are required to attend the Main Office Site and/or other locations when requested by their Manager, including on-site orientation.
<b>Key Duties (not exhaustive)</b>	The Service Connections Coordinator is responsible for the tracking of declared service vacancies within the MCCSS funded adult developmental services system.

	<p>The Service Connections Coordinator is also responsible for identifying candidates for referral (in collaboration with other partners) and tracking referral outcomes to the declared service vacancies.</p> <p>The position requires precise data input within multiple and complex databases.</p> <p>Service Connections Coordinators must work within established timeframes and according to detailed procedures.</p> <p>The position requires interface with individuals, families, and service providers typically by phone or videoconference.</p> <p>The position requires quarterly reporting to the Ministry on all declared vacancies and outcomes.</p>
<p><b>Preferred Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Completion of community college program ideally in developmental services or human services</li> <li>• Minimum 3 years working experience within the adult developmental services sector or human services sector</li> <li>• Experience working within detailed database environments</li> <li>• Experienced in case management</li> <li>• Experienced in supporting individuals who have a developmental disability and their families in navigating services</li> <li>• Extensive working knowledge of the developmental services sector, specifically knowledge of the services and supports available in the Hamilton-Niagara Region</li> <li>• Effective working relationships with individuals, families and service providers</li> <li>• Knowledge of the DSO program</li> </ul>
<p><b>Skill Set</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates the values and behaviours that promote diversity, equity and inclusion</li> <li>• Demonstrates ability to develop effective and collaborative working relationships with individuals, families, internal colleagues, and service providers</li> <li>• Computer navigation, and keyboarding skills; proficient in a Windows environment; able to learn and implement software / database systems and work in multiple systems</li> <li>• Organizational abilities and ability to work in a fast-paced, dynamic team environment</li> <li>• Ability to consistently complete work within established time frames</li> <li>• Interpersonal and consumer-service skills</li> <li>• Ability to diffuse escalated situations should they arise</li> <li>• Critical analysis, problem solving and prioritization skills</li> <li>• Verbal and written communication skills</li> <li>• Ability to interpret and follow detailed policies and procedures</li> <li>• Demonstrated commitment to the values and service model of the DSO HNR</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrated negotiation skills</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• A current and original copy of a satisfactory Criminal Records check with Vulnerable Sector Screening</li> <li>• Valid driver's license and access to a vehicle</li> <li>• A minimum \$2-million liability automobile insurance</li> <li>• Employees must meet the terms and conditions of the Work From Home Policy, including but not limited to having access to a private and secure home office with reliable internet.</li> </ul>
<b>Diversity, Equity and Inclusion</b>	<p>It is an asset to have ability to speak, read, and write in the French language.</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 <a href="mailto:selena.boutilier@contacthamilton.ca">selena.boutilier@contacthamilton.ca</a></p>
<b>Health and Safety</b>	<p>Health and safety is of paramount importance to us. Safety protocols are in place. All employees are expected to comply with COVID-19, and all other health and safety policies and protocols.</p>