



POSTING

Posting date: October 4, 2023

Application Submission Deadline: October 15, 2023

Please download the Employment Application Form at www.contacthamilton.ca/careers-2/. Completed Employment Application Forms can be submitted to Selena Boutilier at selena.boutilier@contacthamilton.ca.

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.

DSO HNR is currently recruiting 1 highly motivated professional for the following position:

Position: Systems Navigation

Category	Permanent Full-Time
Effective Date	As soon as possible
# Positions Available	1
Reports to	DSO HNR Manager
Potential Hourly Rate	\$27.060/hour to \$34.238/hour
Location	Main Office Site: 140 King Street East, Hamilton Travel may be required within the Hamilton-Niagara Region. Contact Hamilton has a <i>Work From Home</i> policy that allows employees to work from home up to 5 days/week if the policy

	<p>conditions are met. Employees are required to attend the Main Office Site when requested by their Manager, including on-site orientation.</p>
<p>Key Duties (not exhaustive)</p>	<p>The Systems Navigator provides system-level service navigation by way of its support to Resource Management Group (RMG) tables in the Hamilton-Niagara part of the West region, and the facilitation roles it plays with respect to the following system processes: Urgent Response, Service Solutions, Service Connections, and Multi Year Supported Living Planning (MYSLP). The key responsibilities of the System Navigation position include:</p> <ul style="list-style-type: none"> • Consultation to DSO staff, and external agencies, with respect to potential and actual urgent situations that might require the HNR Urgent Response Process • Providing administrative and coordination support to the 4 Urgent Response Committees including but not limited to: <ul style="list-style-type: none"> - Determining if the urgent situation meets the defined criteria for the Urgent Response process (Directive 6 criteria), and if so, coordinating meetings - Completing or ensuring the Urgent Response Referral Form is completed and shared with Committee members - Documenting outcomes, and coordinating sign off of the outcomes report by the Committee Chair - Distributing outcomes and notifying individuals, support networks or involved service providers of the outcomes - Seeking consent to make referrals where relevant - Monitoring situations that have gone to the Urgent Response Process, including coordinating all required Temporary Supports to Families Fund arrangements • Providing administrative and coordination support to the Service Solutions Process including but not limited to: <ul style="list-style-type: none"> - Confirming eligibility for the Service Solutions process as per the Service Solutions protocol - Maintaining a list of potential Service Solution candidates and sharing with planning committees when capacity is identified - Documents outcomes and notifies parties • Providing administrative and coordination support to RMG tables in the HNR including but not limited to: <ul style="list-style-type: none"> - Coordinating meetings - Documenting and distributing outcome notes - Tracking prioritized cohorts • Actively participating in meetings that support resource matching and linking

<p>Minimum Qualifications</p>	<ul style="list-style-type: none"> • Post-secondary degree or diploma in a discipline related to human services, ideally developmental services or disability studies • Minimum 5 years working experience providing service coordination functions in the field of adult developmental services, with a minimum of 2 years experience supporting high-risk or urgent situations • Experience coordinating and implementing system processes • Extensive working knowledge of the developmental services sector, specifically knowledge of the services and supports available in the Hamilton-Niagara Region • Knowledge of the DSO program
<p>Skill Set</p>	<ul style="list-style-type: none"> • Demonstrates the values and behaviours that promote diversity, equity and inclusion • Demonstrates ability to develop effective and collaborative working relationships with individuals, families and service providers • Accurate assessment of need and urgency • Effectively communicates orally and in writing • Strong minute taking capabilities; ability to concretely and succinctly capture key discussion points and outcomes • Demonstrated abilities in critical thinking, problem solving and prioritization skills • Demonstrated negotiation skills • Ability to interpret and apply guidelines, policies, procedures and professional judgement • Effective customer service skills; timely, responsive, and sensitive to the needs of consumers • Advanced organizational abilities and ability to quickly adjust to changing priorities • Ability to work independently, and collaboratively as part of a team • Proven ability to navigate multiple and unique database systems • Demonstrated computer skills, and proficient in a Windows environment
<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 • Valid driver's license and access to a vehicle • A minimum \$2-million liability automobile insurance • Employees must meet the terms and conditions of the <i>Work From Home</i> Policy, including but not limited to having access to a private and secure home office with reliable internet in order to participate in the <i>Work From Home</i> program.

Diversity, Equity and Inclusion	<p>It is an asset 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 selena.boutilier@contacthamilton.ca</p>
Health and Safety	<p>Health and safety is 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.</p>