



POSTING

Posting date: January 26, 2024

Application Submission Deadline: February 4, 2024

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.

The Contact Hamilton Complex Needs Placement Coordination program is responsible for the following key activities on behalf of children and youth with complex special needs approved to receive these services: out of home placement procurement; out of home placement management; and participation in and support to ad hoc and annual review processes.

The Contact Hamilton Complex Needs Placement Coordination program serves the Hamilton-Niagara Region, inclusive of the following communities: Hamilton, Niagara, Brant, and Haldimand-Norfolk.

Contact Hamilton’s Child and Youth Services Program is currently recruiting 1 highly motivated professional for the following position:

Position: Complex Needs Placement Coordinator

Category	Full Time Permanent
Effective Date	ASAP
# Positions Available	1
Reports to	Manager of Children and Youth Services
Potential Hourly Rate	\$27.060/hour to \$34.238/hour
Location	Main Office Site, Hamilton 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.

	<p>There is significant and routine travel associated with this position. Applicants must have a valid driver’s licence, access to a reliable vehicle, and minimum \$2M liability insurance. Travel is typically within a 3 hour driving distance from anywhere within the Hamilton-Niagara Region.</p>
<p>Key Duties (not exhaustive)</p>	<ol style="list-style-type: none"> 1. Procurement of out of home placements; core functions include (2-4): 2. Developing and/or locating, vetting, and securing potential placements and evaluating “fit” with the identified needs of the child/youth and alignment with the community developed plan 3. Negotiating proposed costs with the proposed service provider i.e. special rate agreements where required 4. Supporting the development of a funding request 5. Out of home placement management in close collaboration with the child/youth’s identified team. Core functions (6-11): 6. Ensuring the out of home placement provider is providing services that align with the community plan and in accordance with licensing regulations and legislation 7. Payment of invoices and other financial obligations and validation 8. Identifying challenges and issues related to placements and collaborative problem solving with the provider, Coordinated Service Planner/Community Case Manager, child, youth and family 9. Procuring possible alternative placement inclusive of emergency in home staffing options in as timely a fashion as possible when required 10. Identifying the need for RPAC (Residential Placement Advisory Committee) meetings 11. Supporting the transition of youth to adult developmental services residential resources 12. Participation in and support to Complex Special Needs Reviews and business case development
<p>Minimum & Preferred Qualifications</p>	<ul style="list-style-type: none"> • Post-secondary degree or diploma in a related human service field, ideally in child and youth studies or disability studies • Minimum 5 years’ experience working in the field of children and youth services with children/youth experiencing multiple presentations (i.e. mental health, developmental, FASD, ASD, and/or complex needs) • Excellent understanding of governing legislation, specifically the Quality Standards Framework and <i>CYFSA</i> • Experience in service coordination and resolution of complex issues • Applicants must have a valid driver’s licence, access to a reliable vehicle and minimum \$2M liability insurance.

<p>Skill Set</p>	<ul style="list-style-type: none"> • Demonstrates Contact Hamilton’s values and service principles: Integrity, Diversity, Empathy and Accountability. • Client Service Coordination: Demonstrates ability to develop effective and collaborative engagement strategies and working relationships with youth, families, and their care teams to obtain the appropriate and required information for informed service planning. • Collaboration/Networking: Able to develop and maintain productive working relationships with and service providers inclusive of private operators. • Commitment to Diversity, Equity & Inclusion: Demonstrates the values and behaviours that promote diversity, equity and inclusion. • Clinical Risk Assessment & Risk Mitigation: Able to accurately assess presenting need, risk, and priority/urgency in a timely manner, and to take appropriate action. • Communication: Effectively communicates orally and in writing. • Meeting Facilitation: Effective interpersonal and meeting facilitation skills. • Conflict Resolution: Able to identify, respond and resolve complex conflicts between multiple parties calmly and productively. • Detail Oriented: Able to accurately analyze and record data, including the review and validation of budgets and invoices. • Effective questioning/information gathering skills. • Critical thinking, including the ability to interpret and apply guidelines, policies, and procedures. • Problem Solving: Possesses effective problem-solving skills, and conflict management skills. • Planning & Organization: Demonstrates effective organizational abilities and the ability to work in a fast-paced and dynamic environment. • Computer Literacy: Able to effectively navigate established database systems “live” i.e. while on the phone/videoconference.
<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.
<p>Diversity, Equity and Inclusion</p>	<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 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>