



**POSTING**

Posting date: November 18, 2024

Application Submission Deadline: 9am, November 27, 2024

Please download the Employment Application Form at [www.contacthamilton.ca/careers-2/](http://www.contacthamilton.ca/careers-2/). Completed Employment Application Forms can be submitted to Selena Boutilier at [selena.boutilier@contacthamilton.ca](mailto:selena.boutilier@contacthamilton.ca).

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

The Coordinated Service Planner supports children/youth and their families who have complex, multiple needs with creating a single service plan. Coordinated Service Planning makes sure that all the professionals involved with a child/youth and their family are working together as a team towards the child/youth's and family's goals, and that the child/youth and family are kept informed of what's going on at all times.

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

**Position: Coordinated Service Planner**

<b>Category</b>	Full Time Contract to March 27, 2026 (upcoming parental leave)
<b>Effective Date</b>	ASAP
<b># Positions Available</b>	1
<b>Reports to</b>	Manager of Children and Youth Services
<b>Potential Hourly Rate</b>	\$27.331/hour to \$34.582/hour
<b>Location</b>	<p>Main Office Site, Hamilton</p> <p>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> <p>There is routine travel associated with this position. Travel is typically within the Hamilton Region. Applicants must be able to travel to appointments via available transportation mode. If travel will be</p>

	<p>occurring via an applicants personal vehicle, the applicant must have a valid driver's licence, access to a reliable vehicle, and minimum \$2M liability insurance.</p>
<p><b>Key Duties (not exhaustive)</b></p>	<ul style="list-style-type: none"> <li>• Assist youth and families with identifying key goals, and facilitate the completion and regular updating of ONE coordinated service plan for the child/youth and family with involved service providers from across multiple sectors.</li> <li>• Coordinate services for children, youth and their families, with complex and multiple needs</li> <li>• Link children, youth and their families to required and available services and community processes</li> <li>• Coordinate and facilitate meetings with the youth, their family and involved service providers to develop, updated and maintain the Coordinated Service Plan.</li> <li>• Support the Case Resolution process and clients receiving Complex Special Needs funding, inclusive of fund monitoring, budget development, case presentations and Ministry reports as required.</li> <li>• Problem solve identified barriers and seek out resolution.</li> <li>• This position requires in-person meetings with children, youth, families and service providers. Meetings occur in multiple locations, including the family's home.</li> </ul>
<p><b>Minimum &amp; Preferred Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Post-secondary degree or diploma in a related human service field, ideally in child and youth studies or disability studies.</li> <li>• 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)</li> <li>• Experience in service coordination and resolution of complex issues</li> <li>• Knowledgeable about complex special needs, including: developmental disability, physical disability, autism, FASD, and mental health</li> <li>• Exceptional and comprehensive knowledge base of issues impacting families of children and youth with multiple and/or complex special needs</li> <li>• Applicants must be able to travel within the Hamilton region.</li> </ul>
<p><b>Skill Set</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates Contact Hamilton's values and service principles: Integrity, Diversity, Empathy and Accountability.</li> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Collaboration/Networking: Able to develop and maintain productive working relationships with youth, family, and professionals from across different sectors</li> <li>• Commitment to Equity, Diversity &amp; Inclusion: Demonstrates the values and behaviours that promote equity, diversity and inclusion.</li> <li>• Clinical Risk Assessment &amp; Risk</li> <li>• Communication: Effectively communicates orally and in writing, including experience writing and presenting detailed client service plans that are shared with other service providers for planning purposes.</li> <li>• Meeting Facilitation: Able to facilitate complex, and at times, controversial situations, with the proven ability to achieve compromise and resolution</li> <li>• Conflict Resolution &amp; Negotiation: Able to identify, respond and resolve complex conflicts between multiple parties calmly and productively.</li> <li>• Detail Oriented: Able to accurately analyze and record data, including the preparation and review of service plans and budgets.</li> <li>• Problem Solving: Possesses effective problem-solving skills, and conflict management skills, including the ability to interpret and apply guidelines, policies, and procedures.</li> <li>• Planning &amp; Organization: Demonstrates effective organizational abilities and the ability to work in a fast-paced and dynamic environment.</li> <li>• Computer Literacy: Proficient in a Windows environment; able to learn software / database systems and work in multiple systems</li> </ul>
<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• A current and original copy of a satisfactory Criminal Records Check with Vulnerable Sector Screening</li> <li>• If using personal vehicle for travel: Valid driver’s license, access to a vehicle and a minimum \$2-million liability automobile insurance</li> <li>• 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.</li> </ul>
<p><b>Equity, Diversity and Inclusion</b></p>	<p>It is an asset to have ability to speak, read, and write in the French language.</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>

	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.
<b>Health and Safety</b>	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.