

## **Co-ordinated Service Planning for Children and Youth with Multiple and/or Complex Special Needs**

Position: System Lead Service Planning Coordinator, full time (37.5 hrs/week)

Salary: \$32.06/hour (+ benefits)

Location: Niagara Region

Available: Immediately

Posting Date: January 16, 2020

Due date for resumes: January 30, 2020

Please send resumes c/o: Nadine Wallace, Contact Niagara, [nadine@contactniagara.org](mailto:nadine@contactniagara.org)

**Please note:** This is a collaborative hire and your resume will be reviewed by senior staff/a senior staff member of the Niagara Children's Centre, Bethesda and Contact Niagara. Only those candidates selected for an interview (involving Bethesda, the Niagara Children's Centre and Contact Niagara) will be contacted. Thank you very much for your interest.

### Summary :

The Niagara community is committed to ensuring that families of children and youth with multiple and/or complex special needs have access to timely, quality and family-centred coordinated service planning. The goal of coordinated service planning is to improve service experiences and outcomes for children and youth with multiple and/or complex special needs and their families through the support of a Service Planning Coordinator who will connect them to the multiple, cross-sectoral services they need as early as possible, and monitor their needs and progress through a coordinated service plan.

Although Contact Niagara is the lead agency for Coordinated Service Planning in the Niagara Region, this is a multi-disciplinary, collaborative service involving partners from a variety of sectors, including, but not limited to, developmental services, mental health, rehabilitation services and other health partners and education partners. As the lead, Contact Niagara is responsible for ensuring the consistent implementation and delivery of Coordinated Service Planning across the Niagara Region. Coordinated Service Planning and the Service Planning Coordinator role is new to Niagara and so will require engagement and collaboration with service partners and families to further its design and move toward implementation.

The position has two components. The successful candidate will demonstrate exceptional ability to perform **both** aspects of the position:

1. Development and implementation of critical system features and system capacity to support the delivery of service coordination in Niagara on behalf of families with children with complex, multiple special needs. Focus for the first 6-12 months, the successful candidate will be responsible for:

- System feature development and capacity development will occur with partner agencies to ensure consistent and effective delivery of outcomes-based *Coordinated Service Planning* across service providers in Niagara.
- Developing and implementing a work plan that will result in the ability of the Niagara community to provide *Coordinated Service Planning* by fall 2020.
- Coordinating implementation readiness and capacity building activities across the service systems in Niagara, serving as the primary liaison for *Coordinated Service Planning* in Niagara.
- Leading, facilitating, and supporting planning processes towards consistent implementation and delivery.
- Developing and implementing a program evaluation framework.
- Supervising staff performing the role of Service Planning Co-ordinators as developed under the Niagara *Co-ordinated Service Planning* framework.

**AND**

2. Provision of direct service coordination to families of children and youth with complex special needs. The successful candidate will be responsible for:

- Providing case specific service planning consultation/coordination and/or supporting families of children and youth with multiple and/or complex special needs by acting as the identifiable point of contact and being responsible for developing a coordinated service plan that recognizes all of their service needs and builds on their child/youth's strengths.
- Ensuring families connect with the right services in their service delivery area and monitor how children and youth are progressing through the service plan as they grow.

For more information on Ontario's Special Needs Strategy and Coordinated Service Planning, please visit ***Programs and supports for children and youth with special needs*** at [www.children.gov.on.ca/](http://www.children.gov.on.ca/)

**Required Skills and Abilities:**

The ideal candidate will possess the following:

1. Minimum 5 years experience working with families, children and youth with multiple and/or complex special needs, with demonstrated experience in coordinating services including navigating multiple service systems/sectors;
2. Demonstrated understanding of issues impacting families of children and youth with multiple and/or complex special needs and the exceptional provision of high quality, family-centred care within the context of recognizing the diversity of individual families;
3. Demonstrated experience in recognizing and understanding the unique barriers to accessing services Indigenous, Francophone or otherwise marginalized people face, and experience in supporting these populations in a culturally safe and competent manner; bilingualism (in French and English), is considered a strong asset;
4. Demonstrated experience and competence in the practice of family and youth engagement at individual, organizational and system levels;
5. Demonstrated experience and competence working as part of a multi-disciplinary team, preferably working across agencies / systems in the provision of coordinated care;
6. Recent demonstrated experience in working collaboratively across systems / sectors in the development and implementation of new programs / services / protocols;
7. Demonstrated experience in project management, program evaluation (plan development and implementation) and leading and/or supporting change management across systems / sectors;
8. Recent demonstrated ability to build and maintain effective, collaborative relationships with stakeholders including the ability to inspire confidence and passion;
9. Comprehensive knowledge base of children/youth services in the Niagara area, and demonstrated ability to access and work with these providers;
10. Excellent interpersonal, communication, organizational and decision-making skills;
11. Demonstrated leadership skills including problem solving, critical thinking, conflict resolution, negotiation and supervision;
12. Demonstrated ability to work independently and collaboratively with interdisciplinary teams, families, community services;
13. Demonstrated commitment to quality improvement;
14. Demonstrated excellent time management and stress management skills;
15. Access to a vehicle, valid driver's licence, minimum \$2M liability insurance.

**These skills are generally acquired through:**

1. Successful completion of a Master's degree program in social work or one of the helping disciplines (i.e. psychology, applied disability studies, counselling, etc.) and five years of increasingly responsible comparative experience;  
or,
2. Successful completion of a Bachelor's degree program in social work or one of the helping disciplines (i.e. psychology, applied disability studies, counselling etc.) and seven years of increasingly responsible comparative experience;  
or,
3. Successful completion of a related Program in the Social Services stream or one of the helping disciplines (i.e. psychology, applied disability studies, counselling etc.) and/or previous related work experience and a minimum of seven years requiring similar skills and abilities as outlined above.

Contact Niagara is an equal opportunity employer. In accordance with AODA (Accessibility for Ontarians with Disabilities Act, 2005), Contact Niagara will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If you require disability related accommodations, please inform the Executive Director, Nadine Wallace. All personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act. We thank all applicants for their interest; however only those selected for an interview will be contacted.