



Family & Children's Services of Renfrew County

Together, A Caring Community.

Service Coordinator- Complex Special Needs **Permanent, Full time**

Department: Developmental Services
Accountability: Supervisor of Case Management Services
Location: Renfrew County

POSITION SUMMARY:

The Service Coordination Programs are sponsored by the Ministry of Community and Social Services and Ministry of Children & Youth Services and administered by Family and Children's Services of Renfrew County.

The Service Coordinators provide a single point of access, case management and advocacy services to children and their families. This is a unionized position with Developmental Services- Family & Children's Services of Renfrew County.

Service Coordinators ensure that persons with developmental disabilities and their families are aware of service options, have the information regarding access to community supports and use an individualized approach which upholds the choices of the person and identifies the supports and services from which they may benefit.

Service Coordinators are responsible for Transitional Planning for Youth

Service Coordinators will develop and maintain community liaisons with both the public and private sector that hold resources which may benefit the person. Special attempts will be made to assist aboriginal persons and their families to access programs tailored to meet their unique needs. Service Coordinators will address the needs of the French speaking community and make every attempt to promote integrated access mechanisms for francophone services.

Service Coordinators are representatives of Family and Children's Services and as such, will uphold the values, policies and legislated requirements associated with both the agency, the Ministry of Children and Youth Services and the Ministry of Community and Social Services. Service Coordinators are expected to participate in, utilize and respect the collegial approach both within the agency and when dealing with outside resources/parties.

GENERAL RESPONSIBILITIES:

Objectives:

- Children with developmental disabilities should receive better access to more flexible and responsive services, which are accountable to those who use the services
- Individuals and families will have access to a range of specialized services and support offered by Family and Children's Services of Renfrew County as well as a wide variety of other organizations serving Renfrew County.
- Families and individuals will be served by local and regional systems that make the best use of local resources
- Families and individuals will receive services that strive to achieve greater interdependence and participation in their communities
- Individuals will receive transitional planning to prepare for the challenges and opportunities associated with each stage of life, i.e. pre-school to school, youth to high school, high school to adult services and mid-life to senior services
- Ongoing collaboration with all partners in the community

Duties and Responsibilities:

- Developmental Services is the central point of intake for children with a developmental disability in Renfrew County and Service Coordinators conduct all intake functions within the timelines specified procedural guidelines.
- To provide individuals and families with the opportunity to plan for the services and resources which are unique to their circumstance, culture and goals
- To provide advice to individuals and families regarding their expressed needs in relation to service availability. To assist individuals and families to seek creative alternative options when service is not readily available
- To engage the full process of Transitional Planning for young people in accordance with the framework for Transitional Aged Youth
- Ensure that an Individual Support Plan (ISP) is developed with the wishes of the person or legal substitute decision maker being central in the design and implementation
- To ensure that plans and goal setting for all children and adults embrace the concept of social inclusion within our community
- Act as an individual advocate for the person in service or their S.D.M./guardian by representing the stated and expressed wishes of an individual to other parties. To ensure that all advocacy is documented with appropriate authorizations as required by procedures
- To identify current and/or developing issues of systemic nature to the Program Coordinator – Service Coordination

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- Ensure that the individual is aware of all foreseeable outcomes arising from advocacy initiatives and that the choice made arises from their informed decision
- Ensure that individuals at risk of imminent harm, who are unable, due to confirmed or perceived incapacity, receive case management and advocacy services for interventions to relieve the immediate crisis
- Develop and maintain effective working relationships with partner agencies and families using a person centered approach to meet the changing needs of children and adults
- Maintain clear and accurate records and produce written and verbal reports and letters as required ensuring that all client and family information is handled in a confidential and sensitive manner, in accordance with legislation and policies

KNOWLEDGE & SKILL REQUIREMENTS:

Service Coordinators require post-secondary education, which is related to the provision of Case Management in a community setting. Must present a high level of varied experience in community-based service delivery for persons with developmental disabilities and possess excellent advocacy/arbitration skills. Service Coordinators should possess a working knowledge of legislation regarding Developmental Services, Consent and Capacity Legislation and Mental Health. Service Coordinators must have a good practical knowledge of the demographics, culture and the resources of the community where they are providing service.

Service Coordinators must have an understanding of the CFSA, Signs of Safety, Anti-Oppressive Practice and Strength-Based approach and have excellent written and verbal communication skills in addition to being able to work with computer software including Microsoft Office. Service Coordinators are responsible professionals who may, from time to time, be required to work outside of their usual hours of work. A reliable vehicle, minimum automobile insurance and valid driver's license is required.

SALARY:

As per Collective Agreement

APPLY:

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www.fcsrenfrew.on.ca