

Care Coordinators – Autism Sector

Hours: 37.5 hours per week including some evenings and weekends

Region: Ontario

Term: Full-time, permanent

Location: Regional across Ontario. Hybrid work from home with assigned regional offices.

Autism Ontario and HealthCare 365 are currently seeking creative, solution-focused autism professionals for their regional Care Coordinator teams. During a time of transition and significant program changes, parents/caregivers will require support to understand their options in the new Ontario Autism Program (OAP), including the new supports, pathways, and programs available to them.

Through their respective group of Care Coordinators, Autism Ontario and HealthCare 365, will work in an integrated fashion to provide seamless service to support families who are accessing or interested in accessing the OAP by helping families to:

- Understand and make informed choices about their service options in the OAP.
- Make informed choices on how to receive funding.
- Find and select qualified service providers.
- Complete and submit required documentation and reconcile invoices.
- Feel supported in connecting to resources and services in their local communities.

Care Coordinator Service Navigation reporting to Autism Ontario (\$60,000 - \$67,000 per year):

- Be the main point of contact for an assigned case load of families
- Communicate the results of the determination of needs process to families and support families to make informed choices about next steps for core clinical services.
- Support families to locate qualified, experienced and trained local service providers and refer families to the OAP Provider List to support their provider selection, as required.
- Provide evidence-informed, family-centred support, ensuring that families understand eligible expenses within Core Clinical Services.
- Assist families by using knowledge of all relevant services in Ontario to access the supports and services they require to achieve their goals
- Develop collaborative relationships and network with related service providers to strengthen external partnerships to help inform families and connect them to programs, services, and resources available in their local communities.
- Plan, coordinate, and implement events and workshops for autistic children and youth, their families, and professionals in the field of autism.

Care Coordinator Determination of Needs reporting to HealthCare 365 (\$60,000 - \$67,000 per year):

- Lead a determination of needs process using a standardized, clinically informed process, gather required information about the child and family to determine the child's support needs and resulting OAP funding amount for core clinical services.

- Participate in required training on determination of needs process and tool, data collection tools and associated business processes.
- Participate in the ongoing evaluation process by collecting information and providing feedback to inform the refinement of the determination of needs tool and process as well as the development of training prior to province-wide implementation.
- Participate as required, as a second reviewer to support inter-reliability components of the review process and engage in follow-up discussions to review the results.

Coordinator Family Support reporting to HealthCare 365 (\$50,000 - \$65,000 per year):

- Support families to locate qualified, experienced and trained local service providers and refer families to the OAP Provider List to aid in their provider selection as required.
- Educate families on all relevant details about the program and ensure that they have a complete understanding of the options and services available to them.
- Communicate with families in person or on the phone to educate them about the program, to review funding options and guidelines, to provide information about other services and supports.
- Ensure the “no wrong door” approach to families coming into the OAP through our services and seamlessly working with our inter-agency partners.
- Ensure that applicant information in the database is current and accurate.
- Remain knowledgeable and informed on the various program offerings with community partners within your region (Foundational Family Service, Priority Pathways, and more).
- Strengthen the capacities of applicants and communities to value and support Autistic Children and Youth by respecting their strengths, competencies, expertise, resilience, and capacities as well as by fostering their inclusion, self-development, and participation within communities.

Qualifications:

Knowledge and Experience

- Bachelor’s Degree with a minimum of 3 years of experience working in a human service, social service or a clinically related discipline including providing support to families of children with ASD and/or developmental disabilities. An equivalent combination of education and similar experience will be considered.
- Experience working with children and youth on the autism spectrum and their families, including interviewing families and/or conducting assessments is an asset.
- Sound understanding of issues faced by people with autism, intellectual or developmental disabilities across their life course.
- Extensive knowledge of the developmental services sector and of community-based resources within the designated region.
- An understanding of the clinical language that other providers may use, and an ability to communicate in a family friendly way.
- General knowledge of typical child development.
- Fluency in written and oral French is strongly preferred; speaking additional languages as well as working with families who identify as Indigenous considered an asset.

Skills

- A family-centered, person-directed approach to support.
- Flexibility in engaging with families and comfortable navigating challenging conversations with compassion and empathy.
- Demonstrated excellent relationship building, collaboration and conflict resolution skills within a system-wide environment.
- Critical thinking skills.
- Demonstrated sound professional judgment and problem-solving skills, as well as be able to effectively manage multiple priorities, work independently and adapt to changing circumstances with competing deadlines.
- Demonstrated commitment to principles of social justice, equity, inclusion, and cultural competency.
- Proficient with various computer programs including data base management, email, Microsoft Office applications and have familiarity with social media and other technology tools and approaches.

Key Requirements

- Service Navigators and Needs Determinatio: Must be flexible to work out of multiple locations within the assigned region and able to travel regularly within the region and occasionally to other parts of the province.
- Up-to-date police reference check.
- A valid driver's license and access to a vehicle are required. (Service Navigation and Needs Determination)
- The role requires the ability to regularly work evenings and weekends.
- Successful applicants will be required to show proof of full vaccination or a documented medical exemption upon hire.

We thank everyone for their interest in this position; however, only those candidates invited to interview with us will be contacted.

Autism Ontario and HealthCare 365 are equal opportunity employers committed to diversity and inclusion. We will be pleased to consider all qualified applicants for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veterans' status or any other legally protected factors.

Autism Ontario and HealthCare 365 are committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, Autism Ontario and HealthCare 365 will make accommodations available to applicants with disabilities upon request during the hiring process.

Recruitment for these positions is being conducted by Barnes Management Group on behalf of Autism Ontario and HealthCare 365. For any questions regarding these positions, please email recruitment@barnesmanagementgroup.com.

To apply for these jobs please click [HERE](#)