



Dufferin Child & Family Services

children's mental health • child protection • developmental support

Dufferin Child and Family Services is a multi-service agency providing Children's Mental Health, Child Protection and Developmental Support.

The agency currently requires a:

Full Time - Urgent Response Service Coordinator
5 days per week

Position Summary:

The OAP Urgent Response Service (URS) is a program designed to provide time-limited service and support for children and youth with a diagnosis of ASD, to respond rapidly to a specific need, and reduce risk of further harm.

Reporting to the Manager, Clinical Services, the URS Coordinator is responsible for providing the URS in a comprehensive, flexible, and timely manner including screening of children and youth with Autism who request the service, providing service navigation for all children and youth referred, and leading the development, monitoring, and evaluation of the Urgent Response Service Plan for those who meet the criteria for the service and their families

Key Responsibilities:

- Contact clients and families within 48 business hours of referral
- Assess and determine eligibility for URS including appropriate level of service within service navigation, Interprofessional collaboration, direct service, and respite
- Initiate internal and external referrals in consultation with family
- Support development, monitoring, and updating of the URS Plan in collaboration with the child/youth and family
- Facilitate the collaboration of relevant parties to refine and coordinate the delivery of the URS service elements
- Provide leadership and support to the development and use of an inter-agency, interprofessional and cross-sectoral URS plan that addresses the single area of urgent need for the child/youth and family
- Develop supportive working relationships with clients and their families
- Develop and maintain strong working relationships with service providers and agencies involved in client care
- Ensure the coordination of URS with existing services and supports to promote the transfer of knowledge prior to and at the transition out of URS
- Work Collaboratively with other service navigation supports including IIO Care Coordinators and Service Planning Coordinators when appropriate

Qualifications and Competencies

- Bachelor's Social Work degree or equivalent with a minimum of five years' of service coordination/case management experience
- Collaborative attitude with a proven ability to establish and maintain effective working relationships with clients, community partners, funders, and co-workers
- Exemplary interpersonal communication skills and excellent writing skills
- Demonstrated understanding of the Family Systems Theory
- Strong interviewing and good active listening skills with the proven ability to respect diversity and be empathetic to each unique situation. Understanding of Systems Theory is an asset
- Knowledge and sound understanding of services across the counties of Dufferin and Wellington
- Capable in using a variety of software including word processing and database applications
- Ability to work independently with minimum supervision and prioritize work under demanding conditions
- Bilingualism is an asset to this position

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tel: 519-941-1530 fax: 519-941-1525 email: mail@dcafs.on.ca web: www.dcafs.on.ca

please remember, we all share the air... this is a scent free environment

Valid Ontario driver's license and current acceptable driver abstract; a reliable automobile with sufficient insurance for use on company business

If you are interested in this job opportunity, please apply by email on or before December 31, 2021 hr@dcafs.on.ca quoting **reference number 2021-035**

DCAFS is committed to providing a recruitment and selection process that is both inclusive and free from barriers. Accommodations for job applicants with disabilities are available upon request, and will be provided in accordance with the **Ontario Human Rights Code** and the **Accessibility for Ontarians with Disabilities Act**.

Applicants are required, in advance, to make any accommodation request known to Human Resources by contacting the department at (519) 941-1530 and Human Resources will strive to provide reasonable and appropriate accommodation for all applicants during the recruitment and selection process, which will ensure the process, is conducted in a fair and equitable manner.

Thank you for your interest; however only those selected for an interview will be contacted.

Role Location: Orangeville, Ontario - travel in Dufferin and Wellington is required

Reports to: Manager, Clinical Services

Hours of Work: 33 hrs per week – 5 days per week

Job Grade: 7