



Job Posting: Passport Coordinator

Passport Program Permanent Full-Time (1.0 fte or 35 hours per week)

August 8, 2016

Family Service Toronto (FST) helps people face a wide variety of life challenges. For more than 100 years we have been assisting families and individuals through counselling, community development, advocacy and public education programs. We also work with a range of partners to build a vibrant community social services sector. Family Service Toronto is a proud United Way member organization. Our services are available to everyone who lives or works in Toronto.

The Passport Program is funded by the Ministry of Community and Social Services to provide opportunities for community participation and respite supports for adults with developmental disabilities. Under the direction of the Manager, Passport and Person-Directed Planning Programs, the Passport Coordinator is responsible for providing education about the Passport Program; information about and links to services and supports; and to support a caseload of clients to use their Passport funds effectively. To accomplish these responsibilities, the Coordinator will work positively and proactively with clients and their families/supporters. We are committed to developing a diverse service team that reflects the diversity of the population who live and work in the City of Toronto. In applying please clearly identify how you meet the specific requirements outlined below.

Responsibilities include:

- Receives information from Developmental Services Ontario (DSO) regarding eligible clients and uses the Passport mapping process to determine the amount of funding that a client will receive if funding is available
- Supports the prioritization process for individuals who are waiting for Passport funding
- Manages a caseload of Passport clients as assigned by the manager
- Ensures that services are accessible, responsive and respectful of clients' values and needs
- Communicates with clients and their families if applicable to provide support in using Passport funds to meet client goals
- Reviews client files as required with the manager to ensure consistent scoring among Passport Coordinators
- Communicates with new clients 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 and well as to ask the client to sign required forms
- Monitors client budgets and ensures that clients use funds within the Passport guidelines
- Ensures that client information in the database is current and accurate
- Provides ongoing education and information to clients and families about funding as required

- Ensures that clients and families have access to information regarding all available options for use of funding
- Assists clients by using knowledge of developmental services in Toronto and understanding of community inclusion to access the supports and services they require to achieve their goals
- Strengthens the capacities of clients, families and communities to value and support individuals with disabilities by respecting their strengths, competencies, expertise, resilience and capacities as well as by fostering their inclusion, self-development and participation within communities
- Receives phone calls and emails and provides appropriate information
- Ensures that client files are current and completed as per agency policies and procedures
- Educates other agencies in the sector about the Passport Program

Qualifications:

- A post-secondary degree in social work or a diploma as a social service worker or an equivalent combination of education and experience over a minimum three-year period (foreign credentials and relevant experience will be considered)
- Minimum of three years of experience in the social services field
- Sound professional judgement
- Sound understanding of issues faced by people with developmental disabilities
- Experience assisting clients to develop goals and plans and working in a person-directed approach
- Extensive knowledge of the developmental services sector and of community-based resources in the Greater Toronto Area
- Detail oriented -- able to work with numbers and budgets as well as accomplish other administrative tasks in a fast-paced environment with tight deadlines
- Good organizational, time management and computer skills including familiarity with database applications
- Strong interpersonal and communication skills (e.g., verbal, written and listening)
- Ability to work independently and apply creative problem solving strategies
- Ability to work collaboratively and to develop strong working relationships with other services providers, internally and externally
- Demonstrated commitment to principles of social justice, equity, inclusion and cultural competency
- Up-to-date police reference check
- Ability to work flexible hours (e.g., one evening per week)

Salary Range:

Salary Grade 7 Bargaining Unit; \$48,655 - \$59,904

Primary location:

700 Lawrence Avenue West (Lawrence Square Mall)

Deadline to apply:

No later than 5 p.m. August 22, 2016

Interested applicants are invited to submit a letter of application and resume, quoting File **PASS #22-16** to:

Human Resource Services,
Family Service Toronto,
#202 - 128A Sterling Road
Toronto, ON, M6R 2B7

OR e-mail: hrdep@familyservicetoronto.org

FST is committed to a policy of equity and inclusion.

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Access and Equity policy, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.

We thank all applicants and will contact the individuals selected for an interview. No phone calls please.