



**FAMILY SERVICE TORONTO**  
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## Service Planning Coordinator

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Position:	Service Planning Coordinator
Program:	<b>Options Children's Services, Community Networking</b>
Contract:	Permanent Part Time; 17.5 hours per week
Location:	128A Sterling Road, Toronto, ON #M6R 2B7
Salary:	<b>To be determined; pro-rated to hours worked</b>
Application Deadline:	<b>August 31, 2018; 5.00pm</b>
File Number:	<b>OPT #20-18 – with cover letter and resume</b>
E-Mail:	<b><a href="mailto:hrdep@familyservicetoronto.org">hrdep@familyservicetoronto.org</a></b>
Mail:	<b>HR, Family Service Toronto, 355 Church Street, Toronto, ON M5B 0B2</b>
Web:	<b><a href="http://familyservicetoronto.org">familyservicetoronto.org</a></b>

Family Service Toronto (FST) helps people face a wide variety of life challenges. For over 100 years, we have worked with individuals and families destabilized by precarious mental health and/or socioeconomic circumstances, to achieve greater resilience and stability in more just and supportive communities. We achieve this through our direct service work of intervention and prevention which includes counselling, peer support and education; knowledge building; and system-level work including social action, advocacy, community-building and working with partners to strengthen the sector.

The Options Program is dedicated to creating welcoming, inclusive communities where everyone can contribute their skills and talents. We work with community organizations, developmental service agencies, generic agencies, family and neighbourhood associations, schools, libraries and wherever else we can create connections in the City of Toronto. Our focus on equity and inclusion is guided by a person-directed approach allowing us to support and empower individuals and families.

Reporting to the Manager, Options Children's Services, Community Networking, the Service Planning Coordinator will provide effective and appropriate coordinated services planning, service planning monitoring and case coordination to meet the needs of children and youth with multiple and/or complex special needs. We are committed to developing a service team that reflects the diversity of the population who live and work in the City of Toronto.

If you are an experienced, resourceful and creative person with an understanding of the issues faced by children with developmental disabilities, **please clearly identify how you meet the specific requirements outlined below.**



## **RESPONSIBILITIES**

Development of coordinated service plans. This will involve, but is not limited to:

- Collecting information related to the service needs, strengths and priorities of families and their children and youth with multiple and/or complex special needs.
- Identifying key goals for the child and family.
- Initiating and developing a coordinated service plan collaboratively with the family and all relevant service providers including District School Boards.
- Providing families with information regarding available services in the service delivery area, including services delivered in schools, as well as in Section 23 Programs in Care, Treatment, Custody and Corrections and Section 68 School Authorities.
- Initiating and developing a coordinated service plan collaboratively with the family and all relevant service providers including District School Boards.
- Coordinating and leading client/family service team including chairing service planning meetings, leading process to enable consensus, through negotiation of service plan and ongoing team building.
- Documenting, monitoring, reviewing, and updating the coordinated service plan at regular intervals (a minimum of 6 months) or as needed (e.g. when goals are met, priorities change), in collaboration with family and relevant providers in the children's services, education, and health sectors, as the child/youth develops.
- Document, maintain and update consents as required.
- Problems solving mechanism prior to or in conjunction with Regional Service Resolution Agency as required. (example: Special Needs Team / Special Needs Advisory Group)
- Collaborating with local case/service resolution mechanisms when child and family needs are sufficiently complex to exceed the ability of local services to meet.
- Liaise with Children Welfare, Residential and/or Day Treatment services, Section Classrooms, Hospitals and other services as needed for access to services or for transition planning from these services to home or school.
- Effective management of caseloads to meet the needs of clients and family at varying service intensities.

Assist clients in obtaining the required resources and services and support them in identifying alternative resources to meet service gaps:

- Access to services that they need including (but not limited to):
- Developmental and diagnostic assessments;
- Rehabilitation services;
- Respite funding and services;
- Recreational programs and camps;
- Parent groups, supports and information sessions;
- Primary care services; and
- Mental health services.
- Acting as client/caregiver representative to make referrals to community services and to support, as appropriate, client/caregiver requests for service.
- Successfully advocate on behalf of the child and family for the supports / services required to meet goals.



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- Building the capacity of clients/families and service providers to work collaboratively through building and maintaining strong teams.
- Providing information to clients, caregivers, service providers and staff on the availability and appropriateness of community services and funding support.
- Initiating Transition Planning at key points within Service Planning. This includes but is not limited to:
- Initiating contacts for an integrated transition planning process for a child or youth when 14 years of age or older in collaboration with the client, family, guardian, school, community agencies, and health care
- Transitioning Planning as part of a planning for access to adult service prior to 18th birthday and/or end of school.

## QUALIFICATIONS

- Undergraduate degree (4 years) in a related field or equivalent combination of education and experience
- Knowledge of community, social, cross sectorial services and networks including mental health and/or health care, education service delivery systems
- Proficient with Microsoft Office (Word, PowerPoint, Excel, Outlook)
- Strong oral and written communication skills and interpersonal skills essential
- Fluency in French is considered an asset
- Three to five years related experience
- Experience working with families in the provision of service coordination and/or coordinated service planning
- Sound professional judgement
- Good organizational and time management skills
- 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
- Experience in community development and training will be an asset
- Satisfactory Criminal Reference Check with Vulnerable Sector Check completed within the past 12 months

In accordance with Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and FST's Equity and Inclusion 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.**



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