



Family & Children's Services of Renfrew County

Together, A Caring Community.

CHILDREN'S SERVICES COORDINATOR

Department: Service Coordination

Accountability: Supervisor

Location: Renfrew County

Family & Children's Services of Renfrew County is a multi-service agency committed to providing preventative, protective and socially inclusive services and programming that empower and strengthen everyone. We are focused on cultivating a team-oriented work environment where everyone thrives. Our goal is to develop and strengthen collaborative partnerships to increase availability, accessibility and quality of care to our communities. Our agency commitments include: moving forward Anti-Oppressive Practice, French Language Services and working alongside our Indigenous Communities.

POSITION SUMMARY:

Children's Service Coordinators (CSC) provide case management, advocacy and transitional planning for children and youth with a diagnosis of developmental disability. CSC's work with families to ensure that they are aware of service options and have information regarding access to community supports. CSC supports are strength based and participant driven.

GENERAL RESPONSIBILITIES:

Children's Service Coordinators will:

- Meet with the child/family to complete a strength based plan of support for the participant utilizing the Signs of Safety Model.
- Ensure that plans and goal setting for all children embrace the concept of social inclusion within our community
- Provide on- going case management and advocacy as mandated, and as required by the participant.
- Provide information regarding service options and information to access available community supports

- Offer 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.

DUTIES PERFORMED BY A CHILDREN'S SERVICE COORDINATOR ON A REGULAR BASIS:

- Developmental Services is the central point of intake for children with a developmental disability in Renfrew County. Children's Service Coordinators conduct all intake functions within the timelines as specified in procedural guidelines.
- To identify current and/or developing issues of systemic nature to the Supervisor of Case Management Services.
- 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.
- Maintain clear and accurate records (case notes, stats, plans) and produce written and verbal reports and letters as required.
- Ensure that all client and family information is handled in a confidential and sensitive manner, in accordance with legislation and policies
- Adhere to all FCSRC policies and procedures, Ministry Regulations, Standards, Directives and relevant legislation.
- Responsible for the completion of other related tasks as assigned.

PERFORMANCE INDICATORS

- Demonstrated use of Signs of Safety Model (principles, philosophy, tools) in case planning and recording
- Demonstrated Trajectory of Service within case files, (intake, needs assessment, support provision, advocacy, transitional support plans)

SKILLS/ABILITY REQUIREMENTS:

- excellent written and verbal communication skills
- Ability to identify systemic barriers to equity and anti-oppressive practices and apply this lens to your work with FCSRC.
- Knowledge, experience, and understanding of the culture, history and current oppressions experienced by marginalized groups.
- Ability to understand and apply anti-colonial, anti-racist, anti-ableist, anti-cisgenderist, anti-ageist, anti-classist, anti-heterosexist lenses to social problems.
- Ability to demonstrate critical thinking and implement evidence-based research into practice

- Understanding of the CYFSA, Signs of Safety, Anti-Oppressive Practice and Strength-Based approach
- Ability to strongly advocate for others
- Collaboration toward shared outcomes
- Fostering independence/empowerment of others
- Managing Change during transformation
- Relationship and network building
- Service orientation

KNOWLEDGE & EXPERIENCE

- Service Coordinators require a minimum of 2 years post-secondary education related to Social/Health Sciences.
- Previous experience in the provision of Case Management in a community setting.
- Varied experience in community-based service delivery for persons with developmental disabilities.
- Demonstration of excellence in advocacy
- Working knowledge of legislation regarding Developmental Services, Consent and Capacity Legislation and Mental Health
- Practical knowledge of the demographics, culture and the resources of the community where they are providing service.
- French Language skills considered an asset

WORKING CONDITIONS

- Normal office working conditions apply
- Ability to travel and work out of different offices within Renfrew County

SALARY:

As per Collective Agreement