



Autism Ontario is a charitable organization founded in 1973 and is a strong voice for individuals with Autism Spectrum Disorder (ASD). Autism Ontario has Chapters serving almost every corner of the province. Each Chapter is run by dedicated volunteers and local Chapter Leadership Councils. These volunteers organize and support parent to parent contact, provide official SEAC representation for ASD to boards of education, camps and public awareness forums. We pride ourselves on our mission to ensure that each individual with ASD is provided the means to achieve quality of life as a respected member of society. We are constantly evolving in order to improve the lives of the people we support

Job Description

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| Title: | Intake Supervisor |
| Salary: | 70,000 – 75,000 |
| Hours: | 37.5 hours per week including some evenings and weekends |
| Location: | Autism Ontario Provincial Office – Liberty Village, Toronto |

Position Summary:

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), and their changed role as system navigators and employers. Autism Ontario will play a key role in offering direct support to families who are accessing or interested in accessing the new program through workshops, training sessions, and individualized support. The focus of these family supports will be on providing information about and orientation to the OAP. This position is dynamic in nature and will require leaders who demonstrate creativity and are collaborative, solution focused, and flexible.

Intake Supervisor Objectives:

Reporting to the Programs and Services Manager, the Intake Supervisor is responsible for the ongoing administration and staff supervision of the Service Navigation team including Service Navigation Specialists (Events, Transition, School Supports, Peer to Peer, and Outreach). As a member of Autism Ontario's leadership team, the supervisor will participate in, and contribute to, the development, implementation, operation and evaluation of the service navigation program. They will use their experience and expertise in the principles of social justice, equity, inclusion and cultural competency to ensure that a person directed philosophy and approach is maintained, enhanced and integrated into the development, provision and support of Autism Ontario's programs and services.

The supervisor will manage a team of staff with a focus on identifying coaching, training needs, and development to ensure a high functioning, effective and professional team.

Key Responsibilities:

- Oversees the online intake process for Autism Ontario's service navigation program
- Ensures the effective management of administrative functions including complete and accurate records.
- Remote supervision and oversight of Service Navigation staff across the province
- Provide guidance and support to staff to ensure proper completion of event and workshop proposals, including purpose, target audience, and budget
- Assist with staff training, assigning work and assessing work performance
- Analyze training opportunities through data collected by staff
- Identify gaps and opportunities for Service Navigation program
- Establish relationships province-wide, often remotely, for networking and gathering input into programming
- Establish and maintain strong relationships and work collaboratively with Autism Ontario leadership staff, volunteers, and stakeholders
- Respond to media requests, as needed
- Participates and contributes to the coordination and evaluation of program services
- Reports quarterly on program deliverables
- Participates in the development and implementation of annual strategic plans for all programs and assures that programs are in alignment with the overall organization strategic plan
- Supports the development of a culture of giving within the organization

Skills:

- Be a positive mentor and a good communicator who is interested in and respectful of others' points of view.
- Values a team based environment and can act as a guide and coach, motivating and empowering others to work collaboratively to meet goals and objectives.
- Is a successful problem solver and is able to balance his/her needs with the needs of staff, volunteers, and users of our service, prioritizing as required.
- Is firm and clear in staff direction and follow-up.
- Works collaboratively in the context of a provincial organization, with numerous colleagues, to ensure consistent support
- Displays active listening abilities, is coachable and an effective decision-maker ensuring that goals are met.
- Ability to act decisively and attend to multiple priorities in a fast paced environment.
- Ability to communicate with staff in a manner that is collaborative and team building in orientation, and firm and fair in direction and follow through.

Qualifications:

- Master's Degree in a related discipline is preferred (including providing support to families of children with ASD and/or developmental disabilities) and a minimum of five years' experience including supervisory experience and/or a suitable combination of related education and experience will be considered.
- Fluency in French, written and verbal, will be considered an asset.
- Experience with online intake and Content Management Systems
- Demonstrated skills in leadership, communication, interpersonal relations as well as planning and organization. Demonstrated ability to foster and work in a team environment and provide leadership to create a respectful working environment is essential. Effective communication and problem solving skills are required.
- Sound understanding of issues faced by people with autism, intellectual or developmental disabilities
- Demonstrated excellent relationship building, collaboration and conflict resolution skills within a system wide environment.
- Experience in a person directed approach to support
- Demonstrated experience with group planning and facilitation
- Must demonstrate sound professional judgment and problem-solving skills, as well as be able to effectively manage multiple priorities, work independently and show flexibility
- Strong interpersonal, verbal, written skills are required as is the ability to speak confidently with the public and media.
- Must be 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
- Detail oriented -- able to work with numbers and budgets as well as accomplish other administrative tasks in a fast-paced environment with tight deadlines
- Demonstrated commitment to principles of social justice, equity, inclusion and cultural competency
- Up-to-date police reference check
- The role requires the ability to regularly work evenings and weekends. Must be flexible to work out of multiple locations within the assigned region and be able to travel regularly within the region and occasionally to other parts of the province. A valid driver's license and access to a vehicle are required.

Interested candidates should submit a resume and cover letter including the region of interest to <https://www.surveymonkey.com/r/AOServiceNavigation>. We thank everyone for their interest in this position; however, only those candidates invited to interview with us will be contacted.

Autism Ontario is an equal opportunity employer committed to diversity and inclusion. We are 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 is 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 will make accommodations available to applicants with disabilities upon request during the hiring process.