



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

Title:	Service Navigator – Outreach Specialist
Salary:	\$57,000 - \$63,000 per year (Prorated: \$28,500 – \$31,500)
Hours:	18.75 hours/week (0.5 FTE) including some evenings weekends
Location:	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.

Service Navigator Objectives:

Provide direct support to families who are accessing or are interested in accessing the OAP by helping families:

- Understand and make informed choices about their services options in the OAP
- Make informed choices on how to receive funding
- Find and select a qualified service provider
- Complete and submit required documentation and reconcile invoices
- Feel supported in connecting to available support and services in their local communities

Outreach Specialist Objectives:

The Outreach Specialist works collaboratively with Service Navigators to coordinate and successfully deliver events across the province. Responsible for engaging and building capacity across the province. The Outreach Specialist will work with communities collaboratively to enhance supports in underserved communities create opportunities for further involvement with Autism Ontario. This position is also responsible for developing relationships within the community and raising awareness of the Service Navigation Program.

Key Responsibilities:

- Responsible for developing a quarterly, province-wide outreach plan.
- Work alongside key stakeholders in underserved communities in order to determine where gaps in service exist; gather community feedback to determine needs and desired outcomes.
- Coordinate and support partnership requests by providing guidance to local service navigators to best align community needs and desired outcomes with the service navigation program deliverables.
- Utilize information gathered from Autism Ontario's annual survey, feedback forms, and in person focus groups to produce responsive, community driven supports
- Plan, coordinate and implement outreach events that support families in relation to ASD such as social learning opportunities and workshops for families and professionals – identify suitable venues, schedule activities, create and distribute marketing materials, recruit and secure volunteer support.
- Review feedback; track and record relevant program data in a timely manner.
- Host opportunities for families to connect in person and virtually through educational events and parent support groups.
- Work with volunteers to grow leadership capacity
- Manage and support program applicants as assigned by an Intake Supervisor
- Support families to complete the necessary steps to register for the OAP and complete other OAP related documentation
- Educate families on all relevant details about the program and ensure that they are in complete understanding of their options and services available to them.
- Communicate with new applicants 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.
- Ensure that applicants have access to information regarding all available options for use of funding
- Ensure that applicant information in the database is current and accurate
- Ensure that applicant files are current and completed as per Autism Ontario's policies and procedures
- Assist applicants by using knowledge of all relevant services in Ontario and understanding of community inclusion to access the supports and services they require

to achieve their goals

- Strengthen the capacities of applicants and communities to value and support Autistic Children and Youth by respecting their strengths, competencies, expertise, resilience and capacities as well as by fostering their inclusion, self-development and participation within communities
- Contribute to Autism Ontario's program evaluation
- Ensure that services are accessible, responsive, and respectful of families' values and needs.
- Liaise with parents and families in multiple ways including face to face and via phone, email, support group meetings and online conferencing.
- Develop collaborative relationships and network with related service providers to strengthen external partnerships to help inform families and connect them to programs, service, and resources available in their local communities.

Qualifications and Skills:

- Bachelor's Degree with a minimum of 3 years of experience working in a related discipline including providing support to families of children with ASD and/or developmental disabilities. An equivalent combination of education and similar experience will be considered
- Fluency in written and oral French is strongly preferred
- 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.