

Care Coordinator- Service Navigation

Autism Ontario is a charitable organization with a history of over 50 years representing the thousands of people on the autism spectrum and their families across Ontario. Autism Ontario is the province's leading source of information and referral on autism, and one of the largest collective voices representing the autism community. Our mission is to create a supportive and inclusive Ontario for autism, and we value collaboration, respect, accountability and being evidence informed.

Job Summary:

Title: Care Coordinator- Service Navigation

Location: Hybrid; primarily remote, but with occasional travel to Toronto Provincial Office or to events as needed

Hours: 37.5 hours per week

Salary: \$63,000-\$64,500

Duration: 18 months term contract

Role: Existing vacancy

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), including the new supports, pathways, and programs available to them. Our Service Navigators are creative, solution-focused autism professionals scattered throughout the province to reach as many families as possible. They maintain a dedicated roster of families to provide ongoing support and navigation and build a trusting relationship with the families they serve. Service Navigators provide information about the Ontario Autism Program and help connect families to service providers and resources available in their local communities. This will include programs, services, and resources that families can access, as well as other services and supports available locally.

Our Service Navigators also plan, coordinate, and implement events and workshops for autistic children and youth, their families, and professionals in the field of autism.

Successful applicants will be required to show proof of full vaccination or a documented medical exemption upon hire.

Program 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 service options in the OAP
- Make informed choices on how to receive funding
- Find and select qualified service providers

- Complete and submit required documentation and reconcile invoices
- Feel supported in connecting to available resources and services in their local communities

Key Responsibilities:

Family Support:

- Educate families on all relevant details about the program and ensure that they have a complete understanding of the options and services available to them
- Communicate with families 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 the “no wrong door” approach to families coming into the OAP through our services and seamlessly working with our inter-agency partners
- Ensure that applicant information in the database is current and accurate
- Remain knowledgeable and informed on the Foundational Family Service program offerings with community partners within your region
- Support families to locate qualified, experienced and trained local service providers and refer families to the OAP Provider List to aid in their provider selection as required
- 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

Service Navigation:

- Be the main point of contact for an assigned case load of families who have been through the determination of needs process
- Communicate the results of the determination of needs process to families and support families to make informed choices about next steps for core clinical services.
- Support families to locate qualified, experienced and trained local service providers and refer families to the OAP Provider List to support their provider selection, as required.
- Answer questions and provide evidence-informed, family-centred support, ensuring that families understand eligible expenses within Core Clinical Services
- Assist families by using knowledge of all relevant services in Ontario to access the supports and services they require to achieve their goals as defined by the need’s determination process
- Assist families with financial reconciliation and completing required forms as needed
- Participate in the ongoing evaluation process to inform the refinement of the program
- Support families to access other services as appropriate
- Work with the regional event & outreach specialist to plan and implement events that support families in relation to ASD such as social learning opportunities and workshops for families and professionals

- Develop collaborative relationships and network with related service providers to strengthen external partnerships to help inform families and connect them to programs, services, and resources available in their local communities
- Host opportunities for families to connect in person and virtually through educational events and support groups
- Ensure that services are accessible, responsive, and respectful of families' values and needs
- Engage in outreach initiatives within the region to develop relationships with service providers and educate other stakeholders in the sector

Needs Determination Support:

- Learn the determination of needs tool and, when needed, support the Determination of Needs team with walking families through the process using the standardized, clinically informed approach to determine the child or youth's support needs and resulting OAP funding amount for core clinical services
- Participate in required training on the determination of needs process and tool, data collection tools and associated business processes

Qualifications and Skills:

- Bachelor's Degree with a minimum of 3 years of experience working in a human service, social service or a clinically 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
- A family-centered, person-directed approach to support
- Flexible in engaging with families and comfortable navigating challenging conversations with compassion and empathy
- Experience working with children and youth on the autism spectrum and their families, including interviewing families and/or conducting assessments is an asset
- Sound understanding of issues faced by people with autism, intellectual or developmental disabilities across their life course
- Extensive knowledge of the developmental services sector and of community-based resources within the designated region
- Demonstrated excellent relationship building, collaboration and conflict resolution skills within a system-wide environment
- Critical thinking skills
- An understanding of the clinical language that other providers may use, and an ability to communicate in a family friendly way
- General knowledge of typical child development
- Fluency in written and oral French is strongly preferred; speaking additional languages as well as working with families who identify as Indigenous considered an asset
- Must demonstrate sound professional judgment and problem-solving skills, as well as be able to effectively manage multiple priorities, work independently and show flexibility

- 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 accomplish 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
- Capacity to download a Multi-Factor Authenticator app on a mobile device.
- 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 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.

Autism Ontario offers a great work-life balance, a competitive benefits package and RRSP contributions. Some of the perks of joining our team include:

- Flex Hours
- Hybrid working model
- Semi-casual dress code
- 3 weeks vacation, plus years of service days
- 10 paid personal days
- Competitive Benefits Package with Healthcare spending account (including Health, Dental, EAP, Vision and more)
- RRSP Contributions
- Professional development opportunities
- In person team building activities
- A workplace culture that promotes both a collaborative and independent work environment
- You'll be joining a team of passionate individuals who are looking to make a difference.

Interested candidates should submit a resume and cover letter to recruitment@autismontario.com. 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 maximizing the diversity of our organization, and actively encourages individuals on the autism spectrum and from all equity deserving groups to apply. We welcome 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.