Case Facilitator / Intake Coordinator

LOCATION: Based at 40 Orchard View Blvd, suite 255 with travel involved
POSITION TYPE: Full-time, 37.5 hours/week
POSTING CLOSING DATE: November 14, 2018

Working in partnership with our communities, Skylark provides a wide range of comprehensive, individualized services for children, youth, adults and their families.

The Special Needs Team (SNT) is currently looking for an exceptional individual on a full-time basis to provide case facilitator supports to approved individuals and their families. There will be a portion of time dedicated to assisting the intake department in assessing and developing support plans for individuals in the community.

The Case Facilitator provides case management, facilitation and brokers approved SNT funds to Toronto’s most complex special needs children and youth. An integrated service plan is developed based on the unique goals of the client and family and the Case Facilitator will oversee when children and youth are in residential placement or in their home with enhanced supports.

The Intake Coordinator primarily consults and/or assesses all clients referred to the Skylark Children, Youth & Families Special Needs Team and prioritizes the client, based on need, for the services of the program. The coordinator manages the intake process and provides ongoing clinical consultation to families, other team members and community partners.

KEY RESPONSIBILITIES

- Assessment and prioritizing of all referrals
- Consultation to community partners in the coordination of necessary supports and services to families
- Direct case management where necessary during the intake process or where none exists
- Supportive counselling to individuals/families
- Advocacy on behalf of children, youth and families in the facilitation of service provision
- Assessment of need in establishing residential placement needs
- Consultation with residential programs where individuals are placed
- Attend plans of care, Person Centered Plans and oversee the placement of individuals in care
- Develop a service plan that meets the needs of youth and their families in conjunction with community partners. Access community funds to support the plan
- Oversee the SNT funds are being spent in accordance with the CYFSA and SIPDDA
- Develop service plans that identify goals for service
- Contribute in annual budget preparation and maintenance on an ongoing basis
- Critical thinking the ability to find creative solutions to complex situations
- Complete Ministry template to request Special Needs Team approval.
QUALIFICATIONS/SKILLS/KNOWLEDGE

- An MSW or equivalent education
- Experience in counseling, consultation and advocacy
- Experience with residential system issues
- Past intake experience, case management, counselling skills an asset
- Experience with crisis intervention an asset
- Familiarity with Toronto services for special needs individuals an asset
- Extensive knowledge of physical, intellectual and neurodevelopmental disabilities and their potential impact on individuals and family systems
- Knowledge of all pertinent legislation
- A demonstrated commitment to excellent clinical and community centered work
- Excellent communication skills, both written and oral
- Demonstrated ability to work independently and within a team environment
- Strong assessment skills with particular emphasis on assessing risk and potential for family breakdown
- Sound professional judgement and decision making in a highly political environment
- Interpersonal skills, including advocacy, consensus/team building, facilitation, negotiation and conflict resolution
- Additional language(s) other than English an asset.

ADDITIONAL REQUIREMENTS

- Travel required to other agency locations and external meetings (schools, hospitals, family homes, and residential settings)
- May work in stressful conditions, dealing with challenging and highly distressed clients
- An environment of strict confidentiality
- Working hours are 37.5 hours per week and flexibility of schedule is required to meet workload demands
- Satisfactory clearance under the Criminal Reference Check process
- A current Ontario Driver’s license and reliable transportation
- Experience with/lived experience of oppression, racism, homophobia, transphobia and/or ableism and/or personal connection to queer or trans communities of color, including newcomer and disability communities will be an asset for applicants.

TO APPLY: Interested applicants are invited to submit both their cover letter and resume in only PDF or Microsoft word format to Melody Hamilton at hiring@skylarkyouth.org on or before November 14, 2018.

Please quote: Case Facilitator / Intake Coordinator in the subject line. Please refrain from pasting the cover letter to the body of the email.

Skylark is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities and others who may contribute to the further diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

We ask applicants to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at (416) 482-0081 ext. 277. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.