

External Job Posting:

Resource and Information Coordinator
Full-time Contract

AGENCY OVERVIEW:

Carizon Family and Community Services specializes in children's mental health, youth engagement and development, family violence services, individual and family counselling, parental support and education, credit counselling, workplace resilience, settlement support and community wellness.

POSITION OVERVIEW:

The Resource and Information Coordinator receives and responds to initial phone/email enquiries from clients and community partners as one access mechanism for those wishing to explore or access children's mental health services. Using a highly responsive, collaborative and client-centred approach, the Resource and Information Coordinator will assist individuals and families to navigate the various supports and services available, provide information, consultation and support, manage telephone crises as they arise, and ensure accessibility/accommodations to facilitate access to supports and services. When crisis calls arise, the Resource and Information Coordinator assists clients and families to stabilize and manage a current crisis by safety planning and/or linking to additional follow-up supports. The Resource and Information Coordinator works in partnership with community agencies and within a multi-agency, multi-disciplinary context.

This job **requires** work hours beyond the regular work schedule (i.e. evenings). This is a full-time contract (one year) position.

RESPONSIBILITIES:

- Responds to a variety of enquiries via telephone, website, etc., provides program information and directs clients appropriately to internal and external resources.
- Draw on supportive counselling skills to assess risk factors and gains an understanding of the factors contributing to the current psychosocial difficulties and safety through initial phone contact.
- Evaluates the severity/acuity of the situation and determines whether a mobile crisis response, or consultation with the Children's Mental Health System Advisor is warranted or if phone/walk-in and/or referrals on to other services is sufficient.
- Liaises with the client, family, school staff, physicians, F&CS, police, crisis services, and other community agencies with regard to risk factors, consultation treatment planning and/or referrals.
- Links clients and families to services and/or advocates for resources and provides interim support while waiting for services.
- Support clients and families who are not appropriate for services through Front Door with connecting to more appropriate services, either through a "warm transfer" in collaboration with other service providers wherever possible, or providing information about how to access other community agencies.
- Complete Wellness Calls for children & youth recently discharged from CAIP.
- Follows and provides input on working protocols with other agency partners in consultation with the supervisor.
- Work closely with other Carizon and Lutherwood staff in order to share and receive information to facilitate seamless and supportive transitions between workers and service areas within JI.
- Participate in monitoring program wait lists.
- Utilizes internal resources and multidisciplinary support as required.
- Participates in designing, delivering and evaluating the overall service area.
- Works closely with the manager in regards to all high-risk situations and utilizes on call support for supervisory input after regular business hours.
- Educates the community of the capabilities and limitations of the types of service provided.



- Collects information and completes documentation requirements per Lutherwood/Carizon documentation policy/program standards.
- Informs and updates team members and supervisor with regards to high-risk situations, trends and feedback received.
- Develops program protocols under the direction of the Program Manager and in collaboration with community partners.
- Maintains current knowledge of community resources and liaises with community.
- Documents child maltreatment concerns and follows guidelines in accordance with C.F.S.A.
- Participates in and / or delivers staff training and development.
- Acts as a resource to children, youth, families and community partners.
- Complies with the policies and procedures of both agencies where applicable as outlined in the service area manuals and service agreements including all legislative and accreditation requirements.
- Participates in supervision with the Clinical Supervisor.
- Represents Lutherwood and Carizon in the community.
- Participates in Carizon committees and task forces.
- Complies with Carizon policies and procedures.
- Complies with the duties imposed by law or contract and the policies and procedures for performing the job in a safe and healthy manner.
- Takes an active role in promoting and protecting personal health and safety and the health and safety of others, both staff and consumers.
- Complete various case coordination functions as assigned.
- To always perform work safely and in compliance with the Occupational Health and Safety Act (OHSA)
- Performs other duties as assigned.

REQUIRED CREDENTIALS:

- Diploma or degree in Child and Youth Work or related discipline such as B.S.W. or Social Services Diploma.
- Membership within a professional association is preferred.
- Minimum 3 to 5 years successful field experience as a Child and Youth Worker, or a minimum of 5 years relevant education and special experience or skills.
- Advanced understanding of the Children's Mental Health system in Waterloo Region is necessary.
- Ability to: Quickly form strong therapeutic alliances with children, youth and parents and provide creative input in designing individualized service.; Develop and maintain strong collaborative relationships with community partners; provide timely and responsive service to all clients; communicate openly and honestly with youth, families, staff and supervisors; work autonomously; ability to manage and respond to crisis situations and assist clients in stabilizing and bringing in the appropriate resources; critically analyze and make independent case decisions; give and take direction; Ability to relate to youth with warmth and understanding, in nonjudgmental strength based approach.
- Comfort and proficiency in navigating various social media platforms is an asset.
- Applied Suicide Intervention Skills Training (ASIST) required upon hire.

HOW TO APPLY:

Interested applicants are invited to submit their resume (in confidence), before 4:00 p.m. on the last day of this posting to: Human Resources via email: hr@carizon.ca, quoting the competition number in the cover letter and email subject line. *We request that candidates please send their cover letter and resume together as one combined document (Word.doc, PDF etc.).*



**Carizon is an equal opportunity employer and supports workforce diversity. At Carizon, we believe that diversity enriches our performance, clients, services offered, the communities where we live and work, and the lives of our employees. Should you require accommodation during the recruitment process, please contact Human Resources (hr@carizon.ca). While we thank all applicants for their interest, only those candidates selected for an interview will be contacted.*

<u>SALARY:</u> Grade 7	<u>STATUS:</u> Full-time Contract (one year)	<u>COMPETITION NUMBER:</u> 49-17 (NUC-46)
<u>LOCATION:</u> Kitchener/Waterloo	<u>HOURS OF WORK:</u> 35 hours/week	<u>POSTING PERIOD:</u> November 20 - 24, 2017
<u>EMPLOYEE GROUP:</u> Non-Union	<u>SCHEDULE:</u> TBD	<u>START DATE:</u> ASAP