

Date posted	February 11, 2025
Title	Service Navigator
Status	Permanent
Bilingualism	Essential – Fluently bilingual in both official languages
Salary Range	\$54,400 - \$64,000
Closing Date	February 24, 2025

### Primary Focus

Reporting directly to the Operations Supervisor of the Developmental Services Ontario Eastern Region (DSOER), the Service Navigator is responsible for providing information to people, identifying services for people through outreach and community partnerships, triaging and identifying services for people to access.

### Primary Responsibilities

#### 1. Provide information to people

- Assist people with developmental disabilities and their families/caregivers by providing service navigation and information about MCCSS developmental services, and available community resources throughout the service pathway from intake to application to accessing MCCSS-funded services, including supporting people during changes in need/circumstances and while waiting for ministry-funded services.
- Provide people with a DSOER contact to give them a greater sense of continuity and reduce the number of times they need to tell their story.
- Assesses the need for MCCSS funded services by completing the intake process within a designated time period, to assess eligibility and priority for assignment to an Assessor and / or Case Manager. Acts as a liaison for the individual or family's transition.
- Inform and direct people to available community supports, fee-for-service options, other government supports, employment, etc.
- Provides follow-up to individual or family on information provided to measure service outcomes.
- Maintains the accuracy and integrity of information contained in our client files and DSOER's database in accordance with established standards
- Maintains client record/information confidentiality and privacy.
- Perform scheduling tasks as required
- Participate in Community events such as presentations, info fairs, ect

#### 2. Identify services for people through outreach and community partnerships

- Make connections across and within sectors in order to stay informed about community resources, as well as providing information about developmental services.

- Identify and connect to family and community groups who serve persons with developmental disabilities,
- Help connect people with common interests or experiences with one another (e.g., through caregiver or self-advocacy networks).

### **3. Triage and identify services for people to access**

- Triage individual or family's situation to engage appropriate service pathway.
- Attend and participate in community planning functions as required.
- Assist with transition planning for youth preparing to access adult developmental services, by supporting planning process with information provision and community partner connections.
- Refer people to complex support coordination/management, service coordination, case management and specialized services where appropriate.
- Identify emerging crisis situations and recommend cases and potential mitigating actions to Urgent Response Committees/mechanisms.

### **Knowledge and Skills**

- The completion of a BA in Psychology, Social Services or a related degree and a minimum of three years of experience in a related area or equivalent.
- Superior interpersonal and communication skills.
- Experience interviewing and performing triage.
- Ability to understand psychological assessments.
- Ability to resolve problems, facilitate meetings and make presentations.
- Strong understanding of requirements for coordination of services across multi-agencies and Ministries (MCCSS)
- Knowledge of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, and the Child and Family Services Act (CYFSA) is a requirement.
- Must be fluently bilingual in both official languages (written and verbal).
- Requires a comprehensive knowledge of the services available for eligible individuals and their families, the eligibility criteria for programs, protocols for referrals from, to other agencies, the ability to resolve problems, facilitate meeting, and make presentations.
- Excellent organizational and time management skills.
- Ability to work in an environment of change.
- Ability to work both independently and collaboratively as a member of a multidiscipline teams.
- Proficient in the use of Microsoft Office Suite including Word, Excel, PowerPoint, Outlook and Internet, and keyboarding skills.
- Must have a valid driver's license and access to own vehicle for business travel.

### **Related to Core Competencies**

- Advocating for Others
- Collaboration
- Flexibility
- Fostering Independence in Others
- Interpersonal Relations & Respect

- Managing Change
- Relationship/Network Building
- Self-Development
- Strategic Thinking
- Resilience
- Self-Control Service Orientation
- Values and Ethics

### **Working Conditions**

Work is normally completed within a standard office environment. Constant interruptions may be expected; however, work is generally scheduled with priorities established in advance.

### **Accommodations**

Service Coordination (SCS) has an accommodation process in place and provides accommodations for candidates and employees with specific needs. If you require specific accommodations, please contact the Human Resources Advisor of SCS so that we can make arrangements to provide appropriate accommodations for you.

As the ideal candidate you are a self-starter with excellent interpersonal skills who works well in a team environment. Qualified candidates may submit their resumes, along with a cover letter quoting job number 05 - 2025 no later than February 24, 2025 at 3:00 pm to [Human Resources](#).

*SCS embraces diversity and equal opportunity in a serious way. We are committed to building teams that represents the communities we serve. All employment decisions are based on qualifications, skills and business need.*