

CITY OF HAMILTON

COMMUNITY SERVICES DEPARTMENT
(SOCIAL DEVELOPMENT AND EARLY CHILDHOOD SERVICES DIVISION – CHILD CARE SYSTEMS
MANAGEMENT – LOCATION – 1 HUGHSON ST. N. 5th FLOOR)

THERAPEUTIC PROGRAM CO-ORDINATOR - CUPE 5167

The Community Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction. Social Development and Early Childhood Services lead, plan and manage city wide early years and child care systems and provide comprehensive evidence based support services to children, families and the community. The division provides leadership, expertise and support for broad based departmental program development, program evaluation and social policy initiatives.

SUMMARY OF DUTIES

Support the management of the Child Care Services Management Program through appropriate evaluation, co-ordination, eligibility and funding approvals for families and children deemed in need of child care for therapeutic reasons. In addition, co-ordinate all referrals and maintain the City's role as the access point for support and funding. Ensure effective delivery of this program, including the facilitation of funding and placement of children with handicapping conditions. Perform all administrative duties associated with the role of program co-ordinator.

GENERAL DUTIES

Provides the key role in the maintenance of the City's role as access point for Special Needs Resourcing support and funding for children with handicapping conditions by managing all referrals, determining eligibility for services and referral to appropriate agencies for resourcing supports needed. Maintains the confidential referral and individual program plan information required by the Ministry of Children and Youth for children receiving these services.

Communicates, consults and networks with clients, child care service providers, referral agents, and community agencies to ensure the needs of the child/family are being met. Clarifies City policies on issues such as services available and eligibility for services. Provides conflict resolution and support on these issues to representatives of community agencies.

As a representative of the City and/or Child Care Services Management Program, actively participates in community initiatives and networks such as Early Words, Integration Resources Hub, Healthy Child Care Environment Project and Raising the Bar on Quality to ensure effective service delivery for hard to serve families and to maximize funding flexibility. (i.e. cross jurisdictional and cross ministerial funding envelopes).

Develops procedures and makes recommendations regarding changes to procedures, or the integration of work methods relating to Special Need Resource Support and Funding and the Therapeutic Program as a whole..

Identifies the particular needs of children and families who contact the office and refer cases to community resources, professionals and programs as appropriate (i.e. Healthy Babies Healthy Children, Early Words, Home Management, Learning Earning and Parenting (LEAP) etc.).

Coordinates Special Needs child care funding and Special Needs resource supports for eligible children/families and maintain files and eligibility information. Consults and provides assistance to licensed child care supervisory staff as required.

Reviews, grant approval and manages all referrals from physicians, public health nurses, Children's Aid Societies and, social service agencies, requesting child care placements for children and families considered at risk..

Develops documents and materials such as referral forms, program information, communication packages and professional development sessions and present this information to agencies and groups within the City and the community.

Identifies the need for and participates in meetings with referring agents and clients to develop individual case plans to meet global needs for the family. Completes in-home visits with families and play visits in child care settings to evaluate need and determine program suitability.

Facilitates child care placement with family, child care community and as appropriate, special needs professionals and agencies.

Provides information and guidance to Subsidy Eligibility staff regarding the particular needs of at risk families approved for therapeutic child care or special needs resource support and funding..

Provides direction and counsel to staff on child abuse, family strife and violence issues as well as other job related issues.

Ensures strict confidentiality of all information received. Ensures all information is accurate and up to date.

Compiles and analyzes statistics relating to Therapeutic Child Care Program, Special Needs Resource Support and Funding..

Performs other duties as assigned which are directly related to the major responsibilities of the job.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Graduate from a recognized University with a degree in Clinical Psychology, Family Studies or an approved equivalent, with a minimum of three years experience in working directly with children and families, preferably in individual and group therapy.
2. Previous experience in an interdisciplinary team.
3. Must possess strong interpersonal skills, with a demonstrated ability to work, independently and as part of a multi-disciplinary team, resolving work related problems.
4. Possess good clinical skills.
5. Demonstrated ability to relate to personnel at all levels in the community, while fulfilling the tasks related to a community-oriented clinic and Public Health and Community Services Department.
6. Demonstrated experience in a solutions oriented approach to assessing the needs of individuals, families, groups and communities and assisting them through client-centered services to access the resources necessary to achieve their goals and meet their needs.
7. In-depth knowledge of the community agencies and related resources that support children and families.

8. Strong time management, planning and organizational skills as demonstrated/proven through extensive case management.
9. Analytical ability to be innovative and problem-solve especially on escalated or specialized cases.
10. Demonstrated flexibility in adapting to change and willing to participate in opportunities that may shape and affect service delivery.
11. Highly developed interpersonal skills to deal with difficult and sensitive situations/cases both with staff, clients and community agencies.
12. Excellent verbal and written communication skills with demonstrated ability to write reports and compile statistics.
13. French language would be an asset.
14. Provision of a car by the individual for use on the job.