



### **What We Do:**

Children's Treatment Network (CTN) supports over 23,000 children and youth with disabilities and other developmental needs. We provide intake, service navigation and coordinated service planning, assessment and diagnostic services, specialized clinics and rehabilitation services, including physiotherapy, occupational therapy and speech language therapy.

Funded by the Ministry of Children, Community and Social Services, CTN offers services through contracted partner organizations in the education, health and community sectors. Through its innovative network model, CTN's commitment to providing family-centered care is anchored by an electronic client record that is shared across its partner organizations and provides the foundation for integrated plans of care and services.

CTN's vision of building brighter futures together includes everyone. As part of our commitment to inclusivity, diversity, equity and accessibility, our goal is a workforce that reflects the communities we serve. We welcome all qualified applicants to apply including individuals with disabilities, those who identify as Black, Indigenous or persons of colour, members of the LGBTQ2S+ community and others. We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.

### **What We Offer:**

- An opportunity to contribute to the work of a not-for-profit organization that provides services to children and youth with disabilities and developmental needs and their families
- The chance to be a part of a culture with an organization that values inclusion, innovation, agility, and shared responsibility
- The opportunity to work with us to achieve CTN's strategic goals of evolving services, nurturing relationships and strengthening capacities

### **What You Will Do:**

CTN is looking for a permanent, full-time **Service Navigator** who will be responsible to provide information and process referrals for children, youth, and their families. The Service Navigator uses clinical judgement to review and prioritize referrals, complete strengths/needs-based assessment, link the client and family to appropriate services in the community and apply appropriate service delivery guidelines. The Service Navigator uses critical thinking skills to respond to and resolve issues, concerns, complaints, and risks. The Service Navigator works collaboratively with Intake team members, clients, families, and network partners. This position will report to the Supervisor, Service Navigation.

### **Responsibilities:**

The successful incumbent will be responsible for the following duties and responsibilities:

- Facilitate the collection of all relevant intake information needed to implement a comprehensive initial service plan
- Share client focused assessment information ensuring all members of the team have relevant information that they can build on
- Assess the level of risk for the client and family and make appropriate links to services and community supports
- Obtains Network Consent for the Sharing of Information by ensuring the client and/or family



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truly understands the consent process and the Network's Privacy and security practices

- Adheres to Privacy legislation respecting the privacy of clients and families
- Opens, updates, and ensures information documented in the shared electronic record is current, complete, relevant, and accurate
- Documents all client related and non-client related activity in the shared client record. Complies with professional college and association standards, as appropriate
- Uses clinical judgement and collaborates with Intake team to evaluate and approve or deny requests for client services that exceed CTN service guidelines
- Remains current on relevant service delivery practices and programs to advise families and providers of other supports available
- Remains current with Service Navigation and Intake best practices ensuring service is family centered, client focused, effective, and efficient
- Participates in CTN activities including committees, training sessions, family events and professional education sessions as directed
- Initiates and participates in quality improvement projects to improve service to clients, families, district school boards and other providers
- Takes every precaution reasonable in the circumstances for the protection of themselves and other workers at CTN; and reports situations related to health and safety to the supervisor
- Takes every reasonable precaution in the circumstances for the protection of clients at CTN when becomes aware of the existence of any potential danger to client safety

## **What We Need:**

- Professional designation in Occupational Therapy, Physiotherapy or Speech Language Pathology or Social Work with paediatric experience preferred, or post-secondary education in a relevant Child and Family focused discipline, or a combination of education and experience related to assessment and intake functions
- A minimum of five years of experience related to intake and referral practices in an agency or organization focused on serving children and families
- Extensive knowledge of paediatric conditions, developmental needs and various rehabilitation and behavioral services and their areas of focus
- Knowledge and understanding of clinical services and community supports for children in Simcoe County, Toronto and York Region
- Experience working with multiple agencies and organizations involved in integrated planning and service provision
- Strong communication, interpersonal and problem-solving skills, including oral, written and digital
- Able to focus on detailed tasks in terms of client information review, research, documentation, report preparation, customer service, office systems, data management and other activities
- Outstanding organizational skills in the collection, evaluation, and utilization of client information to develop a sound service plan for the client family
- Ability to maintain confidentiality, recognize sensitivity and exercise good judgement, discretion, and accountability in all aspects of the role when dealing with clients, families, team members, district school board personnel and other providers
- Demonstrated initiative, flexibility, and adaptability
- Sound experience with technology and relevant software program
- Strong organizational skills including time management, work prioritization and project management



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- Demonstrated ability to work independently and accurately in the presence of frequent interruptions and requests for assistance
- Ability to work flexible hours in support of requirements that may fall outside of the typical work hour framework
- Ability to communicate in French or other languages considered an asset
- Experience with and understanding of various cultures and cultural communities including Francophone, First Nations, Métis, and Inuit (FNMI) communities considered an asset.
- Certified First Aid considered an asset
- Demonstrated commitment to a safe environment for staff, clients, and families by working in compliance with the Occupational Health & Safety Act and related policies
- Ability to travel to assigned office, between CTN sites and/or other locations as required

## **Selected Successful Candidate Will Be Required To:**

- Produce a clear police record check with a vulnerable sector check prior to start of employment
- Provide satisfactory proof of full vaccination against COVID-19 or submit satisfactory evidence of a disability or other human rights-based exemption preventing vaccination
- Be able to travel to assigned office, between CTN sites and/or other locations as required
- Maintain the ability to work effectively in a temporary remote environment and have access to appropriate internet capacity

## **Office Location:**

Richmond Hill or Barrie

## **To Apply:**

1. Submit your resume to [careers@ctnsy.ca](mailto:careers@ctnsy.ca)
2. Quote Job ID # MA-003 in the subject line of email

**Applications are accepted from May 9, 2022 – May 20, 2022.**

Thank you for your interest in this opportunity!