



**Title of the position: Clinical Coordinator (P23-02)**

**Status: Permanent, full time**

**Schedule: 35 Hours per week, Monday to Friday Business Hours**

**Annual Salary: \$59 272 to \$76 714**

***“Multiplying Opportunities. Together”***

#### **Background:**

Valor & Solutions is a bilingual non-profit organization based in Ottawa, which serves the Eastern Region of Ontario (Prescott-Russell, Stormont, Dundas & Glengarry, Ottawa and Renfrew County). Valor & Solutions offers services to adults diagnosed with an intellectual disability or dual diagnosis who present with challenging behaviors or complex medical needs. Valor & Solutions offers support, training, consultations, and recommendations to the person’s support system. Working from a Person-Centered approach, we equip the supports with the necessary tools or strategies to best support and increase the quality of life of the person.

Valor & Solutions also houses the Community Networks of Specialized Care for the Eastern Ontario Region (Prescott-Russell, Stormont, Dundas & Glengarry, Ottawa and Renfrew County). The focus of the CNSC’s is to provide direct services related to supporting people with developmental disabilities who have complex and multiple needs. The mandate of the CNSC’s are to coordinate support and services within and cross sectors; act as a resource to service agencies, build system capacity to better support people through education, mentorship and support to other case managers and service agencies, and provide provincial coordination of videoconferencing and French Language Specialized Resource (La Ressource).

#### **Responsibilities:**

Reporting to the Manager of Operations, and using the professional resources from within the multi-disciplinary team, the Clinical Coordinator is responsible for establishing a professional, supportive and therapeutic rapport with the person receiving services and their support system. Recognizing the complexities in navigating and understanding the often-complicated system of supports and services, and providing strategies and recommendations to the person’s support system, the Clinical Coordinator must possess strong communication and interpersonal skills in order to perform the job duties efficiently. The Clinical Coordinator will provide clinical supports to persons identified as having challenging behaviours and/or complex needs.

#### **Specific Duties:**

- Provide clinical assistance and recommendations to transfer payment agencies, families and other agencies
- Provide clinical reports outlining recommendations, action items and mutually agreed upon objective to transfer payment agencies, families and other agencies
- Plan for crisis prevention, intervention and support, this includes resolving points of crisis, developing capacity and resilience in a person’s network and coordinating supports from a range of sources
- Conduct an evaluation of the needs of the person to lead, develop, facilitate, coordinate, monitor and update person-centered support plans
- Provide person centred support based on developing skills, competencies and resources to promote the person’s wellbeing and development
- Help with navigation and collaboration of multiple systems
- Educate, train and coach caregivers and supports
- Ability to facilitate groups
- Participate in community meetings and committees



- Clearly communicate expectations regarding the model of service. Have dialogue with referral source regarding their expectations of our involvement and support
- Create, maintain, and keep documentation related to actions taken as part of the clinical consultation process, including filling out and filing intake forms, maintain intake database, generating reports, and maintaining correspondence
- Participate in team meetings, handling correspondence, sharing meeting responsibilities, responding to routine requests, and assisting with the collaboration of professional learning and professional development
- Ability to understand project goals and objectives, engage in planning, and implement goals within a team structure
- Provide cross-sector (criminal justice, health care, etc) coordination that supports case resolution including service navigation, liaising with cross-sectoral service partners, coordinating referrals and supports, and when necessary, advocating for required supports and services
- Provide responsive, individualised services and support for each person consistent with the relevant legislation, quality framework and service delivery model
- Promote empowerment, choice and control and community inclusion of people with disabilities and their families
- Establish and maintain cooperative relations with other staff, families and agencies for successful delivery of services
- Establish linkages with agencies and service providers in the community who will provide direct services to the person
- Work closely with the team to identify, prioritize and assign persons to Clinical Coordinators' caseloads
- Work closely with team to identify, monitor, and analyze potential systemic or policy issues that arise through the Model of Service
- Work closely with team to continuously develop and evaluate the Model of Service
- Observe the administrative and the clinical requirements as outlined in the organization's policies and procedures.
- All other duties as required to meet organizational goals.

### Competencies:

**Social Skills:** The individual professionally interacts well with all people coming into contact with the organization. Strong interpersonal skills and ability to work well with people, including people who may be in crisis.

**Problem Solving:** The individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully. Individual possesses strong interviewing skills. Requires the ability to use abstract reasoning, problem solving and analytical skills. Ability to identify key issues in problem solving and implement effective and creative solutions.

**Leadership:** The individual inspires and motivates others to perform well, accepts feedback from others. The individual possesses skills of emotional intelligence, self-awareness, the ability to develop relationships and the ability to negotiate and understand other people's interests.

**Quality Management:** The individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness. The individual is responsible for ensuring services delivered are timely, appropriate and meets the needs of the person and their support system.

**Judgment:** The individual displays willingness to make decisions, exhibits sound, accurate, and ethical judgment and makes timely decisions.

**Planning/Organizing:** The individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans. Individual arranges tasks, authority, and responsibility so that work is performed effectively. Individual has strong organizational skills and excellent attention to detail.



**Safety and Security:** The individual observes safety and security procedures and uses equipment and materials properly.

**Interpersonal Skills:** The individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.

**Oral Communication:** The individual speaks clearly and persuasively in positive or negative situations and demonstrates one-on-one and group presentation skills in both English and French.

**Written Communication:** The individual edits work for spelling and grammar, presents data effectively and is able to read and interpret written information in both English and French.

#### Qualifications:

- Bachelor / Master degree in Social Work or in a related field to human services
- One (1) to three (3) years of experience of intervention with adults with intellectual disabilities, and/or mental health disorders, and/or serious behaviors
- Bilingual Essential (French and English)
- Demonstrated skill in establishing empowering and supportive partnerships with the person, their families and agencies
- Demonstrated skill in researching information and developing effective and innovative support options
- Demonstrated critical thinking skills
- Demonstrated knowledge of working with multiple systems
- Requires a background of working directly with persons with disabilities, community agencies and families
- Requires ability and willingness to follow and comply with written and verbal directions, assignments and instructions from appropriate Supervisory Staff
- Requires visual ability to recognize non-verbal information when conducting interviews and observations with the person, families and agencies
- Demonstrated interviewing skills
- Excellent communication skills (writing, listening, speaking)
- Demonstrated proficiency with MS office
- Excellent organizational skills and an ability to self-motivate
- Requires the ability to travel Region wide and at times throughout the Province
- Requires reliable transportation and a valid drivers' license and proof of agency requirements for automobile insurance
- Must obtain and maintain a satisfactory Vulnerable Sector Police Check

Please send your application specifying the competition number (P23-02), by email, at [emplois-jobs@valorispr.ca](mailto:emplois-jobs@valorispr.ca).

We thank all applicants; however only selected applicants will be contacted.