



Job title: Complex Support Coordinator (P24-01)

Status: Permanent, full time

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

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

Multiplying Opportunities. Together.

Valor & Solutions is a bilingual non-profit organization based in Ottawa, which serves the Eastern Ontario region (Prescott-Russell, Stormont, Dundas & Glengarry, Ottawa and Renfrew County). Valor & Solutions offers services to adults with developmental disabilities or dual diagnoses who present with behaviours that challenge or complex medical needs. Valor & Solutions also hosts the Community Specialized Care Networks (RCSS) for the Eastern Ontario region.

In addition, Valor & Solutions offers **support**, coaching, consultations and recommendations to the person's support system. Using a person-centred approach, we provide the supports with the tools or strategies necessary to best support and increase the person's quality of life.

Role of the Complex Support Coordinator

Reporting to the Clinical Supervisor and using the professional resources from within the multidisciplinary team, the Complex Support Coordinator is responsible for establishing a professional, supportive and therapeutic rapport with the person receiving services and their support system. The Complex Support Coordinator will provide supports to persons who have been identified with complex multi-system needs and require a high level of active engagement.

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 Complex Support Coordinator must possess strong communication and interpersonal skills.

The role of Complex Support Coordinator is for you if:

- You have the knack for developing interpersonal relationships and building a solid network.
- You enjoy challenges that require critical thinking and creative problem solving.
- You have clinical and ethical judgment that always places the people we support at the heart of your actions.
- You seize opportunities to advocate for the individuals you meet.
- You are meticulous in maintaining records and respecting deadlines.
- A bonus if you like facilitating and leading groups!

Responsibilities

- Provide clinical assistance and recommendations to transfer payment agencies, families, and other agencies.
- Provide person centred support based on developing skills, competencies and resources to promote the person's wellbeing and development, in accordance with current legislation, quality framework and service delivery model.
- Provide cross-sector (criminal justice, health care, etc.) coordination that supports case resolution including service navigation, liaising with service partners, coordinating referrals and supports, and when necessary, advocating for required supports and services for individuals with complex needs.



- 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.
- Liaise and connect with service agencies and partners and actively participate at local planning tables.
- Build system capacity to better support individuals with complex needs through education, mentorship and collaboration with caregivers, supports, case managers and service agencies.
- Create, maintain, and keep documentation related to actions taken as part of the consultation process, including filling out and filing intake forms, maintain intake database and generating reports.
- Promote empowerment, choice, control and community inclusion of people with disabilities and their families.
- Any other tasks necessary to achieve organizational objectives.

Qualifications

- Bachelor / Master degree in Social Work or in a related field to human services.
- One (1) to three (3) years of experience in intervention with adults with intellectual disabilities, and mental health disorders, or serious/challenging behaviours.
- Bilingual preferred (French and English).
- Demonstrated skill in establishing empowering and supportive partnerships with the person, their families and community supports.
- Demonstrated knowledge of working with multiple systems.
- Ability to recognize non-verbal information when conducting interviews and assessments with the person, families and agencies.
- Demonstrated proficiency with MS office and databases.
- Requires the ability to travel across the eastern Ontario region. Requires reliable transportation, a valid Ontario drivers' licence and proof of agency requirements for automobile insurance.
- Must obtain and maintain a satisfactory Vulnerable Sector Police Check (within the last 6 months).

Please send your application specifying the competition number (P24-01), by email, at emplois-jobs@valorsolutions.ca

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