



Springboard's mandate is to build stronger communities by helping youth and adults develop the skills they need to reach their full potential. As a charitable organization, we deliver innovative, professional and diverse programming by establishing partnerships between our clients and their community. Springboard's program areas include community justice, employment and developmental services.

Internal/External Job Posting

Position Title:	FAMILY SUPPORT WORKER
Department:	Residential & Community Support Services
Location:	Community Programs - 1464 Midland Ave. Scarborough
Status:	Full-time Contract (Contract Ending on March 31, 2020)
Pay:	\$48,700 per annum
Vacancy Number:	SOR-U19-42
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Available:	Immediately
Hours/Shifts:	40 Hours a week - Monday to Friday from 9:00 am to 5:00 pm Schedules are subject to change to meet departmental needs.

Position Summary:

Reporting to DS Community Programs Supervisor, the Family Support Worker Short Term supports approximately 33 individuals with a Developmental Disability/Dual Diagnosis and their families on a time limited basis. Key responsibilities include but not limited to short term case management 3 to 12 months including co-ordinating individual supports outside the agency program; administration including documentation, data management and statistical reporting; safety and security when working in and out of Springboard.

This position requires high efficiency and time management due to time limited nature to the service per individual.

This position also includes some after-hours responsibilities including but not limited to supporting individuals/families in crisis or near crisis. This will require the successful candidate to flex their days and modify work to meet expectations accordingly.

Key Responsibilities:

- **Case management/coordination** - assessing individual's needs and progress in all goal areas to ensure readiness to progress to the next level within the program based on the plans of care, and related documentation (e.g. case notes, case conference minutes); problem solve and follow-up with family, supports and/or individual on any impediments, develop crisis/contingency plans as necessary, organize and participate in support meetings, assist individual and family access support and services. On-call rotational responsibility.
- **Advocacy and Leadership** - outreach to sector and other sectors on Family Supports Services; regularly inform DSO about FS services; provide material for DSO and families on FS services; participate in giving feedback to FS Network on FS services; and participate in discussions on ways to reduce pressures on waitlists for FS service.
- **Administrative Support** - accurate and timely completion of relevant communication and case notes and files; individuals' files are complete with assessments and medical information; all communication with family and supports are documented in case notes; all reports and plans are complete and follow Agency, Ministry and Sector qualifications; compile data for Agency, Ministry and Sector requests/requirements.

Required Qualifications:

- Minimum 3 years of recent work related experience in Developmental Services sector in the following areas:
 - case management/case coordination, for a minimum client load of 20 active individuals, including intake, needs and risk assessment, goal planning and implementation, advocacy, family support, referrals and case co-ordination
 - working with individuals with a developmentally delay/dual diagnosis, including experience in conflict management and providing individualized support
 - leading a team and advocating for individuals in the community
- Knowledge in: Developmental Services Sector, Social Inclusion Act and the Act for the Supports of Persons with Developmental Disabilities (2008), Person Directed Planning, counseling techniques and best practices
- Skills in: communicating, active listening, advocating, computer/MS Suite, report writing, facilitation, coaching, assessment, crisis intervention and management, time management, leadership interpersonal, communication, listening decision-making and problem solving
- Competencies: collaborative leadership for team work, ability to orient, train, instruct and delegate work, Ability to work in a diverse individual group and advocate on behalf of others
 - Ability to speak French is preferred



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Preferred qualifications:

- * Ability to speak French

Posting Date: June 7, 2019

To Apply:

To be considered for employment at Springboard, applicants must be willing to undergo a police clearance/VSS, occupational medical assessment and provide both references and documentation of their credentials. **Please apply on line through careers@springboardservices.ca. To be considered you must include the vacancy number in the subject line of your email while applying.**

Deadline for Internal applicants: June 14, 2019 at 4:00 pm. Please provide your Cover Letter and Resume and a duly completed Application for Internal Transfer form (as applicable).

Deadline for External applicants: June 14, 2019 at 4:00 pm. Please provide your Cover Letter and Resume

Resumes received after the above-stated deadline/s will be considered at the discretion of the hiring supervisor. No phone calls please. Only persons selected for an interview will be contacted. Thank you for applying.

Springboard is committed to employment equity and fair and accessible employment practices. Applications are encouraged from those who reflect the diversity of our community. Accommodations will be provided for job applicant with disabilities, where needed and on request, to support their participation in all aspects of the recruitment process providing the applicant has met the bona-fide requirements for the vacant position.