



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/30

Manager, Intake Services

Job ID	0E-A0-81-5C-D1-0B	
Web Address	https://careers.indigenous.link/viewjob?jobname=0E-A0-81-5C-D1-0B	
Company	Children's Treatment Network	
Location	Richmond Hill Or Barrie, Ontario	
Date Posted	From: 2022-08-11	To: 2022-09-10
Job	Type: Full-time	Category: Health Care
Languages	Fluent In English; Ability To Communicate In French Or Other Languages Considered An Asset	

Description

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 is an Ontario provincial government funded not-for profit organization, that offers services through contracted partners 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:

- Competitive compensation and employee benefits package including participation in the Healthcare of Ontario Pension Plan (HOOPP) and vacation/leave entitlement
- 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 Manager, Intake Services who will be responsible for the strategic leadership and operational oversight of CTN's Intake services. This position supports the Director Child Development and Family Programs in service system development; service delivery and coordination; service and contract monitoring, evaluation and quality improvement. The programs and services team works collaboratively, and responsively, with network partners, and local school boards, to manage all operational components of the contracted and corporate programs and services. The Manager, Intake Services is responsible for the recruitment, training and supervision and performance evaluation of the Intake Team (40+ individuals), including the Supervisor Service Navigation, Supervisor Team Assistant Services, Referral Coordination Assistant Coordinator, Service Navigators, Team Assistants and the Administrative Assistant. This position reports to the Director Child Development and Family Programs.

Responsibilities:

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

Service Delivery Oversight and Contract Management:

- Work with network partner, other contracted provider managers and local school boards to develop:
 - evidence informed clinical protocols and service pathways
 - coordinated service delivery and integrated care plans
 - inter-professional practice protocols
- services grounded in CTN's 4 pillars of clinical service delivery: family centred service, integrated service, solution focused coaching and the F Words of Child Development
- Identify the need for, develop and monitor CTN's clinical policies and procedures required to meet the mandate, mission and service agreement requirements for the delivery of all CTN funded services
- Work with CTN, network partner and contracted provider staff to continuously improve client outcomes within the funding available and to maximize the productivity of the Network
- Identify clinical training programs required to support implementation of CTN clinical protocols and policies and procedures
- Work with CTN's Business Intelligence team, Health Records and Shared Record Administrators to ensure that the CTN shared record captures relevant data to meet ministry reporting requirements
- Identify purchasing needs for applicable programs and teams
- Monitor compliance with, and support network partners and other contracted providers in monitoring and achieving, contractual obligations with respect to service targets, other contractual requirements and service descriptions including quality management
- Remain current on best practices, trends, issues and related perspectives that shape, enhance and/or will be a benefit or risk to the clinical services funded by CTN, the Network and families served

Corporate and Network Responsibilities:

- Recruit, train, supervise and mentor the Supervisor Service Navigation and the Supervisor Team Assistant Services
- Oversee the recruitment, training and supervision of Service Navigators and Team Assistants
- Recruit, train and supervise the Administrative Assistant, Intake
- Undertake implementation of CTN human resources and other policies and practises, including direct report performance appraisals and professional development planning
- Work with CTN corporate team members and network partners on assigned project initiatives as they relate to overall Network planning and development
- Participate in, and where assigned, lead Network committees, local and provincial task forces, work groups and forums on behalf of CTN
- Insure that CTN's Intake Services are in alignment with the MCCSS Guidelines for CTCs as Hubs and operated with effective and efficient processes
- Support CTN Programs and Services Managers, network partners and school boards on the service model design and operations of School Based and Community Based Rehabilitation Services
- Work with Communications on the communication, promotion and related requirements to facilitate awareness, accessibility and enhanced service and program operations
- Other tasks and assignments as allocated by the Director Child Development and Family Programs as relevant to the position

Health and Safety:

- Take every precaution reasonable in the circumstances for the protection of workers at CTN; advises workers of the existence of any potential or actual danger to the health or safety of the workers and ensures that workers follow required CTN Health and Safety Procedures
- Take every precaution reasonable in the circumstances for the protection of client safety
- May act as a management representative of the Joint Health and Safety Committee (JHSC)

Other:

- Ensure legal compliance to the Employee Standards Act of Ontario, Ontario Health & Safety Act, and other regulations and best practices
- Other duties and projects as required

Experience

Minimum of 7 years of paediatric experience in health care, education or social service sector; leadership and community planning experience is required; minimum 5 years' experience managing large teams is preferred; and minimum 3 years of clinical services management experience preferred.

Credentials

Must be a member in good standing of the appropriate regulatory college in Occupational Therapy, Physiotherapy, Speech-Language Pathology, or Social Work.

Education Requirements

Minimum of four-years University degree in Occupational Therapy, Physiotherapy, Speech-Language Pathology, Social Work or equivalent is required and must be a member in good standing of the appropriate regulatory college

Essential Skills

- A strong understanding of inter-professional practice and experience in collaborative network delivery models and CTN's 4 pillars of clinical service delivery: family centred service, integrated service, solution focused coaching and the F Words of Child Development
- Excellent organizational, project management and inter-personal skills including strong oral and written communication and presentation abilities
- Ability to implement change and to foster an environment which promotes personal accountability
- Commitment to, and expertise in facilitating, the professional growth and development of self and others
- Strong leadership, coaching and facilitation skills
- Demonstrated skill in financial management and statistical data analysis
- Experience in research, analytical and associated fields related to clinical services development and delivery, policies and procedures, evaluation and compliance, and other related functions
- Sound knowledge of technology and relevant software programs

Working knowledge of relevant legislation and professional college guidelines, service and system integration and inter-professional practice literature and program and system evaluation

- Ability to work flexible hours in support of requirements that may fall outside of the typical work hour framework
- Knowledge of the children's service systems in Simcoe County and York Region and Toronto considered an asset
- 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, Metis, 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

Work Environment

Hybrid Work Model

Other

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

How to Apply

1. Submit your resume to careers@ctnsy.ca

2. Quote Job ID #AU-002 in the subject line of email