

ANDREW FLECK CHILDREN'S SERVICES
JOB DESCRIPTION

JOB CLASS: CISS Intake and Resource Coordinator

JOB TITLE: CISS Bilingual Intake Coordinator

LOCATION: 700 INDUSTRIAL AVENUE

REPORTS TO: Director, Children's Inclusion Support Services

SUMMARY:

Initial point of contact for families and clients requesting services and has the responsibility of coordinating all aspects of intake for the inclusion of children with special needs in licensed child care centres throughout the city of Ottawa.

KEY OBJECTIVES:

- To perform duties in accordance with the mission statement and core values of AFCS & the mandate of CISS

RESPONSIBILITIES WILL INCLUDE BUT NOT BE LIMITED TO THE FOLLOWING:

- Develops and maintains the referral and waitlists for all CISS supports.
- Acts as the first point of contact for prospective clients (families) and community partners (child care programs).
- Communicates with current and prospective client families; oversees intake and coordination of supports through initial response to referrals and identification of eligibility; assists in identifying appropriate community and/or professional supports; identifies needs and supports families in understanding how our service works within the continuum of other services, acts as a resource to families, makes recommendations to Director regarding support needs.
- Receives enhanced staff support applications; reviews application, collaborates with child care program and/or Resource Consultant, confirms/verifies information, establishes eligibility of application, maintains/updates waiting list.
- Participates in ongoing CISS program planning; identifies community support needs to Director and liaises with community partners.

- Participates on CISS team; updates Director regularly and promotes understanding of the CISS supports in the child care community.
- Maintains up to date computer knowledge and knowledge of current practices/information for children with special needs and the broader child care field.
- Respects confidentiality; relates to parents, children and other staff members in a professional and ethical manner.
- Other duties as may be assigned by the Program Director.

QUALIFICATIONS

- RECE, Diploma in Early Childhood Education or Equivalent **plus** specialized diploma/ certificate (Resource Teacher Certificate, Early Interventionist or Equivalent)
- Minimum of 5 years of experience working with children and families including 3 years of experience working with children with special needs
- Extensive knowledge of resources for children with special needs
- Knowledge of word processing, data management, electronic mail and other computer skills compatible with what is current in the software industry as well as what is being used at AFCS.
- Fluency in both official languages, written and verbal
- Excellent communication skills, both written and verbal
- Excellent time management and organizational skills
- Strong interpersonal skills
- Ability to work in a multi-disciplinary team
- Demonstrated sensitivity to families, their concerns and cultural differences.