

LUTHERAN COMMUNITY CARE CENTRE
245B Bay Street
THUNDER BAY, ON. P7B 6P2

Job/Relationship Description

Date: January 2018

Job Class: Social Worker II (Union)

Job Title: Assessor/Navigator

Position Summary:

The Assessor/Navigator is the primary program staff of Developmental Services Northern Region with involvement in information provision, completion of the Application for Developmental Services and Support, administration of the Supports Intensity Scale, and assisting eligible individuals with service navigation.

Authority:

The Assessor/Navigator receives his/her authority from the Program Supervisor. The Program Supervisor shall provide the resources necessary for the responsibilities of the position

Limitations of Authority:

The Assessor/Navigator operates within the terms of:

- the Operating Policies established by the Executive Director
- the Service Agreement and Service Description with the Ministry of Community and Social Services (MCSS)
- the tactical plans of the Program Supervisor
- the Collective Agreement with the union
- limitations of legal and regulatory authorities

Responsibilities:

A. Information Provision

1. Explain to individuals and the public how to apply for MCSS funded adult developmental services and supports.
2. Provide information on MCSS funded services and supports.

3. Explain the choice between direct funding and services provided by MCSS funded service agencies.
4. Provide information on other community services and supports available to adults with a developmental disability.
5. Provide information on services and opportunities that are available in the community to the general public including individuals with a developmental disability.

B. Application Process

1. Assist the Program Supervisor with the eligibility determination process of individuals for MCSS funded adult developmental services.
2. Complete the Application for Developmental Services and Supports with individuals.
3. When situations requiring crisis response are identified during the application process, make referrals to appropriate services.
4. When the need for an urgent response from the developmental services system is identified during the application process, make referrals to the local service system's urgent response system.

C. Assessment of Service and Support Needs

1. Complete the Supports Intensity Scale with individuals as they enter the Developmental Services system.
2. Complete the Supports Intensity Scale with individuals as they experience significant changes and at five year intervals.
3. Share and interpret results of the Supports Intensity Scale with appropriate agencies providing services and supports to the individual.

D. Service Navigation and Matching (for individuals who are eligible but waiting to receive MCSS funded adult developmental services)

1. Provide individuals and families with information on funded and unfunded services and supports available in the community including how to apply, current waiting times and options to pursue when first choices are not available.
2. Monitor for the need and link individuals and families to crisis and urgent response processes in their community.
3. Contact individuals on a regular basis to discuss changes in their circumstances.
4. As resources and funding becomes available, assist in the process of matching the individual to appropriate supports and services.

Expectations:

The expectations of the responsibilities for this position are contained in the Assessor/Navigator's personal tactical plan.

The Assessor/Navigator is also expected to adhere to the following standards:

- Maintain current and concise records of all interactions with clients.
- Participate in the statistical collection of data or the completion of forms as it pertains to the services being provided.
- Attend regularly scheduled meetings with the assigned supervisor.
- In co-operation with other staff, maintain security of all confidential information – written and verbal.
- Be respectful of and contribute to the promotion of the philosophy, aims and objectives of the Lutheran Community Care Centre to the community at large.
- Model and promulgate the organization's values and the values of affirmation, involvement and servant leadership.
- Co-operate with other service providers in order to enhance service delivery to individuals and families.

Accountabilities:

Accountability in this relationship is mutual. The Program Supervisor is accountable to the Assessor/Navigator for providing the authorization, resources, affirmation, involvement and servant leadership required for the successful realization of the responsibilities of the position.

The Assessor/Navigator is accountable to the Program Supervisor for performance with respect to the negotiated expectations and for compliance with the limitations of authority of the position.

The components of this working relationship shall be reviewed annually at the initiation of the Program Supervisor and shall include a:

- Review of the authorization and resources provided and values expressed to the Assessor/Navigator
- Review of the Assessor/Navigator's performance toward expectations of the responsibilities of the relationship including the progress towards the Assessor/Navigator's personal tactical goals
- Negotiation of tactical goals and other expectations for the next year

- Review of the authorization and resources required for the next year, including plans for professional development

Qualifications:

An undergraduate degree in Social Work or an acceptable Human Service discipline is required. A minimum of five years working experience in Developmental Services is required. Experience with intake processes, conducting assessments and providing service coordination in the human service field is required. Demonstrated ability to relate to individuals with a developmental disability and their families with sensitivity and respect is required. Familiarity with other community sectors such as Children, Education, Justice, Housing and Health is preferred. Ability to explain complex system operations in plain terms, research the availability of community services, and organize self to respond to high work demands are required. Intermediate knowledge of personal computer operation including word processing, data entry, and file management is required. Excellent communication and interviewing skills are required.

Conditions of Employment:

Possession of a valid driver's license, use of a vehicle and appropriate insurance coverage is a condition of employment. The Assessor/Navigator must be able to travel regularly throughout the Northern Region. Successful completion of a Criminal Records Check, Physical Examination report, Conflict of Interest declaration and Oath of Confidentiality is a condition of employment. Completion of training on the administration of the *Application for Developmental Services and Supports (ADSS)* and *Supports Intensity Scale (SIS)* within the probationary period is a condition of continued employment. The Assessor/Navigator is required to maintain his/her qualification as a *SIS* assessor as prescribed by the American Association on Intellectual and Developmental Disabilities as a condition of employment.

Remuneration:

\$29.54 – \$32.43 per hour dependent on experience.

Full benefit package including employee assistance plan, group registered retirement savings plan, extended health, life insurance and long term disability.