



FAMILY & PROGRAM SUPPORT COORDINATOR

Deadline to apply: March 27th, 2019

POSITION TITLE: Family & Program Support Coordinator

DEPARTMENT: Family Support

POSITION: Full-time

NOTE: This position may involve flexible hours including evening; weekend and holidays to accommodate the needs of clients.

LOCATION: 5945 Spring Garden Road, Halifax, NS B3H 1Y4

DIRECT REPORT: Operations Director

Under the supervision of the Operations Director, the Family & Program Support Coordinator will work directly with individuals and families living with Autism Spectrum Disorder (ASD), as well as education, health professionals and our community partners.

MAJOR RESPONSIBILITIES

- 1) Provide direct support to individuals and families living with ASD through:
 - a) assessing their needs and potential eligibility for various types of public programs or services and provide assistance with navigation of the application processes;
 - b) assisting clients in understanding the rules and regulations attached to various forms of public and community support or programs;
 - c) providing information on the programs and resources available to meet the needs of individuals living with ASD across the lifespan;
 - d) liaising with and/or promoting the interests of clients with other community service providers, professionals and school personnel as required;
 - e) Providing emotional support and feedback to clients.
- 2) Management of complex cases.
- 3) Maintenance of a high ethical standard with regard to the person living with ASD's right to be treated with dignity and respect.
- 4) Discretion & respect for confidentiality is essential.
- 5) Researching and preparation for information and/or facts sheets which will be shared with families, professionals and prospective community partners.
- 6) Planning, developing and conducting group educational sessions on topics related to ASD.
- 7) Maintenance of regular and effective communication with individuals and families living with ASD, as well as team members and direct supervisors.
- 8) Building upon and fostering positive community partnerships and connections as they relate to the organization's programs and services.
- 9) Maintenance of related records and statistics, with written reports being provided to their supervisor as required.
- 10) Management of the resource lending library.
- 11) Performance of other related duties as required.

KEY ACCOUNTABILITIES

Community Outreach

A strong knowledge and understanding of the local supports, programs and services offered in the community is critical.

Awareness

As a part of our core team, the Family & Program Support Coordinator will seek opportunities to create awareness and foster relationship building in the larger community.

Education

As a part of our team, the Family & Program Support Coordinator will develop and coordinate educational materials as needed for internal and external usage.

Linkages

As a part of our team, the Family & Program Support Coordinator will build linkages with key stakeholders in the larger community to work towards a seamless continuum of service delivery.

Knowledge

A strong knowledge of ASD, community development, family support and evidence-based approaches for support are required for this role.

SKILLS REQUIREMENTS

Organizational, Administrative and Time Management Skills: to plan, organize and coordinate program activities; to address constant and varied demands on the position.

Leadership and Group Facilitation Skills: to develop information sessions, create and deliver presentations to a variety of community stakeholders.

Data Analytical Skills: to collect, manage and write reports on data and metrics related to the program.

Interpersonal and Communications Skills: The position requires active and empathetic listening skills, sound judgement, tact, diplomacy, good communication and problem-solving skills, as well as the ability to interface with a wide range of personality types.

Computer Skills: to access information, prepare various documents, spreadsheets, reports and presentations.

KNOWLEDGE REQUIREMENTS

Knowledge of the overall goals and intent of Autism Nova Scotia and its Chapters (including organizational structure, policies, guidelines, programs and project activities).

A strong knowledge of Autism Spectrum Disorder and the diversity of needs throughout the lifespan is essential.

Knowledge of excel spreadsheets, survey tools and registration software programs.

PHYSICAL EFFORT REQUIREMENTS

The position requires fine motor skills to operate computer equipment, very light physical exertion in performing tasks such as keyboarding and writing reports.

WORKING CONDITIONS

The position works in a standard office environment and does require community travel within the region for event and/or program delivery. This position requires an ability to work in a stressful environment, often dealing with families working through difficult situations.

QUALIFICATIONS

Working knowledge and proficiency in Microsoft Applications, including but not limited to: Word, Excel, PowerPoint and Outlook.

Post-secondary Degree/Diploma in a related field or equivalent job experience.

A valid driver's license and access to an insured vehicle required.

Strong interpersonal skills are required.

Fluency in French considered an asset.

Application Process: Please apply with an up-to-date resume and cover letter explaining how you qualify and are suited for the position as described above.

Please send cover letter and resume to:

Selections Committee

c/o glenna@autismns.ca

Human Resources, Autism Nova Scotia

302-1550 Bedford Highway

Bedford, NS B4A 1E6

Thank you for your interest, however, only applications selected for an interview will be contacted.