

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

Job/Relationship Description

**Date:** January 21, 2016  
**Job Class:** Social Worker I (Union)  
**Job Title:** Passport Service Coordinator

**Position Summary:**

The Passport Service Coordinator oversees the process to which eligible adults with a developmental disability access direct funding to purchase services in areas such as caregiver relief and community participation supports.

**Authority:**

The Passport Service Coordinator receives his/her authority from the Program Manager. The Program Manager shall provide the resources necessary for the responsibilities of the position.

**Limitations of Authority:**

The Passport Service Coordinator 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
- the Passport Guidelines and Directives with the Ministry of Community and Social Services
- the tactical plans of the Program Manager
- the Collective Agreement with the union
- limitations of legal and regulatory authorities

**Responsibilities:**

A. Processing Referrals

1. Receive referrals from Developmental Services Ontario Northern Region (DSONR).
2. Use a standardized Ministry tool and method to determine funding allocations.
3. Using information provided by DSONR, open electronic files and enter data accurately and constantly into a Client Information Management System (CIMS).
4. When necessary, communicate with DSONR and/or families and individuals to verify referral information.

## B. Database Administration

1. Using CIMS, collect and store comprehensive information regarding people waiting for and receiving Passport funding.
2. Enter data into CIMS in a timely, accurate and constant manner.
3. Using CIMS, compile and customize statistical reports for Ministry reporting and data analysis when necessary.
4. Assist with maintaining current database procedures and guidelines to ensure best practices for database administration.
5. Ensure overall integrity in CIMS by performing checks for accuracy, consistency and quality of all data entered into CIMS.
6. Remain current on CIMS enhancements and functionalities.
7. Provide assistance to the team with troubleshooting and resolving database related problems.
8. Maintain a strong working relationship with our agency IT and CIMS programmers to ensure that issues are brought to their attention and problems are resolved.

## C. Processing Invoices

1. Collect, organize and file invoices for payment in a timely manner.
2. Ensure that expenditures submitted comply with the Ministry of Community and Social Services Passport Guidelines and Directives.
3. Communicate with Agreement Holders when clarification is required regarding their invoice.

## D. Service Implementation

1. Follow the Passport Guidelines and Directives outlined by the Ministry of Community and Social Services.
2. Compose, coordinate and distribute correspondence and other program related information to recipients of the program when necessary.
3. Work independently and collaboratively to accomplish responsibilities, goals and projects.
4. Maintain effective communication and working relationship with DSNOR and other agencies as applicable.
5. Provide responsive customer service.
6. Provide education and information about the Passport Program and the intended use of funding. This may include some travel to communities located within the Northern region.
7. Respond to questions from parents and Passport recipients regarding their funding.
8. Assist with exploring alternatives regarding funding method.

9. Provide direction to people on how to monitor supports and services so that they are inclusive, responsive and accountable.
10. Develop a familiarity of the many communities within the Northern region along with the organizations that are available to support adults with a developmental disability.
11. Demonstrate an understanding of and sensitivity to the socio-economic and cultural context of the lives of families within the Northern region.

#### D. Team Support and Program Development

1. Develop and maintain a supportive working relationship with members of the Passport team.
2. Provide support and training to all new members of the team.
3. Support the development and direction of the Passport Program.
4. Identify trends, improvements and best practices in an effort to support the Passport Program to better meet the needs of adults with a developmental disability.

#### **Expectations:**

The expectations of the responsibilities for this position are contained in the Passport Service Coordinator's personal tactical plan.

The Passport Service Coordinator is also expected to adhere to the following standards:

- 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 Manager is accountable to the Passport Service Coordinator for providing the authorization, resources, affirmation, involvement and servant leadership required for the successful realization of the responsibilities of the position.

The Passport Service Coordinator is accountable to the Program Manager 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 Manager and shall include a:

- Review of the authorization and resources provided and values expressed to the Passport Service Coordinator.
- Review of the Passport Service Coordinator's performance toward expectations of the responsibilities of the relationship including the progress towards the Passport Service Coordinator'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:**

Degree or diploma in social sciences or in administration or any equivalent combination of training and experience that meets the required knowledge, skills and abilities required to perform in the position. Experience in and knowledge of services to individuals with a developmental disability. Demonstrated ability to relate to individuals with a developmental disability with sensitivity and respect. Ability to speak French will be considered an asset. Cultural awareness and sensitivity to First Nation people and the communities where they reside will be considered an asset.

### **Conditions of Employment:**

The Passport Service Coordinator must be able to travel occasionally throughout the Northern Region.

Successful completion of Police Records Check including Vulnerable Sector Screening. Completion of Physical Examination report, Conflict of Interest declaration and Oath of Confidentiality.

### **Remuneration:**

\$29.55 – 32.43 per hour dependent on experience.

Full benefit package including employee assistance plan, pension, extended health, life insurance and long term disability.