



JOB POSTING

POSTING NO: 25-52

DATE: Aug 28,2025

POSITION: TEMPORARY 1 YEAR-CRISIS CARE COORDINATOR
LOCATION(S): DURHAM REGION
REPORT TO: URGENT RESPONSE MANAGER – JULIE SIDLER

JOB SUMMARY:

The Crisis Case Coordinator (CCC) will support individuals with a developmental disability and mental health needs/challenging behaviours / or are at risk of involvement with the criminal justice system. The CCC will play a key role in developing, formalizing, supporting and maintaining linkages between various services and sectors to support an integrated, person-centered response for those in crisis who are served by the Community Network of Specialized Care – Central East.

The CCC will assist with timely, flexible and appropriate crisis response service to individuals, their families, or caregivers, experiencing a psych-social or situational crisis. They will intervene early and will provide urgent support to stabilize the person or situation, and to avoid the need for more intensive intervention.

JOB RESPONSIBILITIES:

- Collaborate with Lake Ridge Health Network (LHO), Adult Protective Services (APS), Community Network of Specialized care- Central east (CNSC-CE). etc. on received DSO referrals and provide service consultation to adults living with a developmental disability and/or mental health need who are experiencing crisis as deemed eligible through MCCSS.
- Provide specialized short-term Case Management to adults in crisis.
- Provide guidance and expertise of sector resources to individuals navigating service options including Adult Service Coordination Committee, Developmental Services Ontario (DSO) and Canopy.
- Ensure all documentation and reports are completed in compliance with MCCSS, and agency policy and procedures.
- Meet regularly with external stakeholders to prioritize, plan, partner and collaborate to create new Developmental Sector opportunities for individuals.
- Communicate with and serve as a liaison to families, members of the public, community groups and other services.
- Prepare written requests / budgets and present cases and budgets to small and large groups, including Canopy Support Services, Community Networks of Specialized Care, DCRC, DMHS, LHN, DRPS, DSO, etc.
- Develop Crisis plans or action plans with measurable goals, objectives and outcomes and attend meetings as appropriate.
- Support the matching and linking of various services and supports, as required by each individual, by providing, where appropriate, the documentation including; Individualized Support Plan, Social history, behaviour assessment, behaviour support plans and other supporting documentation.
- Attend applicable case conferences, local and regional committees, and other meetings to foster case resolution initiatives for individuals accessing services. Collaborate with external partners regarding complex support needs (i.e. DCRC, CNSC).

- Maintain ongoing service user records, and other documentation with accuracy in AIMS and update service user information as needed. Ensure timely notification to Developmental Services Ontario (DSO) of service user changes and requests.
- Advocate for individual supports and navigate pathways through DS services sector and liaison with the Urgent Response Manager through regular discussion, coaching, mentoring, and work planning, supporting goal attainment and achieving work plan outcomes. Liaise with other CLAPW and external teams to ensure quality service is provided.

QUALIFICATIONS:

- Post-Secondary Degree or diploma in Human Services / Social Services – minimum of 2-year College Diploma.
- Three years' related experience in human services and work experience with the dual diagnosis population.
- Experience working with community partners and outside stakeholders is required.
- Experience with housing / homelessness is desired.
- Experience in supporting individuals with mental health / addictions is an asset

GENERAL REQUIREMENTS:

- Commitment to the Mission, Vision and Values of CLAPW
- Can genuinely connect with and facilitate relationships between people served, families, support networks and community partners.
- Ability to work under high pressure and deal with crisis / emergency situations.
- Maturity and flexibility, good personal judgement in dealing with people.
- Extensive knowledge of adult developmental services and community DS agencies within province of Ontario
- Knowledge of major mental illnesses, addictions, sexual abuse; including signs & symptoms, medication management et.
- Knowledge of crisis mitigation with homelessness and/or marginalized population, caregiver burnout, complex system of navigation with supporting individuals with problems related to health and safety, wellbeing, mental health issues, and dual diagnosis.
- Knowledge of third-party service providers and other community resources.
- Ability to communicate verbally and in writing persuasively, and in a clear and concise manner.
- Strong Advocate for others.
- Ability to work effectively both independently and with a team.
- Community Development experience.
- Possess a valid driver's license and access to a reliable vehicle that can be used on the job.
- Must be available for evening and weekend work as needed.
- Valid certificate in First-Aid, CPR and Safe Management is preferred.
- Demonstrated regular attendance at work.
- Knowledge of Quality Assurance Measures (QAM), Ministry of Children, Community and Social Services (MCCSS) urgent response mandate, Durham, Haliburton, Kawartha Pine Ridge community resources
- Ability to maintain appropriate, ethical and professional boundaries.
- Careful and active listener
- Strategic thinker and effective decision-making skills—contributing innovative ideas that could enhance services and programs.
- Highly developed organizational and time management skills
- High proficiency in Microsoft Office Suite programs, including Outlook, Word, and Excel
- Ability to troubleshoot computer systems, multiple databases, DISCIS, CDM, case noting and charting using AIMS and/or using templates.
- Ability to navigate Serious Occurrence Reporting (SOR)
- Embrace change, innovation and personal growth

HOURS OF WORK: 40 hours a week, primarily daytime hours with the flexibility to work occasional weekend and evening hours when necessary.

STARTING DATE: October 27th 2025

STARTING SALARY: \$66,560 per year

DEADLINE: September 4th, 2025, at 4:30pm.

APPLY TO: Julie Sidler, Urgent Response Manager
julie.sidler@clapw.org

Community Living Ajax-Pickering welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

If selected for an interview and require any accommodations, please contact Human Resources at
samantha.kanhai@clapw.org
or (905) 427-3300 Ext. 239.