

POSITION DESCRIPTION

Job Title: Direct Funding Coordinator

Reports To: Supervisor of Service

Created: October 2017

Primary Function:

Under the direction of the Supervisor of Services, the Direct Funding Coordinator provides assistance to families in the utilization of Wesway's Administered Services. The primary focus of the position involves setting up family contracts, creating a database of independent contractors, processing incoming family invoices and monitoring service allocations. The Direct Funding Coordinator ensures that services and practices are delivered in accordance with agency and Ministry guidelines as well as applicable legislation. This position involves travel throughout Northern Ontario.

Roles and Responsibilities:

Services

- Provide service intake and orientation with families
- Provide support and education to families on the utilization of Administered Services and/or supportyourway.ca
- Coordinate family registration and subsequent connections to potential workers
- Monitor, track and reconcile individual service allocations for families
- Assist families with utilizing their Family Directed Respite Funding in a manner that best supports their family situation
- Support families by identifying and suggesting various respite options and community resources relevant to their identified need and geographic location
- Research and provide resource and activity information for families and independent contractors
- Maintain and update supportyourway.ca as directed

Human Resources

- Actively recruit, interview and screen potential independent contractors for families through a variety of methods
- Plan, develop, implement, and evaluate creative recruitment strategies as directed
- Provide orientation sessions for independent contractors, including on-going review and evaluation of the content of sessions
- Provide education to families, independent contractors and communities on the capacity and utilization of supportyourway.ca
- Provide resources to families and independent contractors regarding contracted services in accordance with applicable government legislation
- Provide support/direction to Respite Contract Coordinators in the region

Administration

- Create and mail out intake packages

- Open and maintain all database information for families and providers, ensuring that information is accurate, current and available
- Respond to incoming requests for additional service forms, brochures and other appropriate service information
- Process, calculate, verify and enter invoices into database and payroll system according to appropriate funding categories and payroll policies (Process incoming invoices by ensuring adherence to eligibility, entering service hours and monitoring available resources)
- Create and generate service related reports and queries as directed
- Coordinate file retention systems and ensure all service-related records are filed appropriately
- Provide ongoing statistical data as required
- Participate in the development of policies and procedures as required

Community Development

- Attend Case Conferences and other community meetings, as required
- Liaise with various community groups and stakeholders to increase community capacity and raise awareness of potential respite options
- Represent Wesway on various external committees, groups and/or presentations
- Coordinate family focus groups for families in the district communities

Other

- Actively pursue relevant training opportunities related to professional learning needs as identified in the performance review process
- Cover for, and act as a resource to team members and other service related positions
- Other duties as assigned

Qualifications/Requirements

- College diploma or University degree in Human Services or Human Resources education from a recognized academic institution, and two years related experience (or an equivalent combination of education and experience)
- Demonstrated experience providing support services to individuals and families
- Demonstrated understanding of issues related to recruitment of independent contractors is an asset
- Advanced computer skills with demonstrated experience in web-based applications, database systems and Microsoft Office
- Able to function both independently and in a team environment
- Demonstrated interpersonal and communication skills, including public speaking
- Strong time-management, administrative and organizational skills with a focus on attention to detail
- Experience working in an organization providing services to people with developmental, physical disabilities and/or ongoing health conditions is an asset
- Must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it
- Required to do regular travel throughout Thunder Bay and Northern Ontario including overnights
- Fluency in French is an asset
- Valid driver's license and access to a reliable vehicle is required
- Able to work flexible hours (evenings or weekends) as required