POSITION DESCRIPTION

Job Title: Direct Funding Coordinator

Reports To: Manager of Services

Created: May 2018

Revised: July 2026, January 2024, June 2019

Primary Function:

Under the direction of the Manager of Services, the Direct Funding Coordinator provides assistance to families in the utilization of Wesway's Family Directed Respite Funding services. The primary focus of the position involves meeting with families to establish respite funding agreements, guiding them in the effective use of their funding, and providing information, resources, and support related to finding and managing direct respite providers. The Direct Funding Coordinator processes family invoices, monitors service allocations, and ensures funding is administered accurately and efficiently. In addition, they ensure that services and practices are delivered in accordance with agency policies as well as applicable legislation. This position involves some travel throughout Northern Ontario, including travel to remote communities.

Roles and Responsibilities:

Services

- Provide service intake and orientation with families
- Provide support and education to families on the utilization of Family Directed Respite Funding
- 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 direct respite providers
- Assist with family registration and subsequent connections to potential respite providers as needed

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
- Process, calculate, verify and enter invoices into database according to appropriate funding categories and 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

- Respond to incoming requests for additional service forms, brochures and other appropriate service information
- 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
- Help coordinate family focus groups for families in the district communities

Human Resources
- Provide resources and information for families related to engaging direct respite providers
- Support families in developing creative recruitment strategies as directed
- Provide support/direction to Respite Contract Coordinators in the region

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 related 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
- Experience working in an organization providing services to people with developmental, physical disabilities and/or ongoing health conditions is an asset
- Demonstrated understanding of issues related to recruitment of independent contractors is an asset
- 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
- Knowledge of First Nation culture, language and community life
- Experience working in First Nation communities an asset
- Able to speak Ojibway, OjiCree, Cree and/or Algonquin considered an asset
- Required to occasionally travel throughout Thunder Bay and Northern Ontario, including remote and isolated communities, often in small aircrafts
- Able to occasionally work flexible hours (evenings, weekends and/or overnights) as required
- Strong computer skills with demonstrated experience in web-based applications, database systems and Microsoft Office
- Must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it
- Valid driver's license and access to a reliable vehicle is required