



INTERNAL/EXTERNAL POSTING **25 10 2025**

Role- Full Time Ongoing Service Coordinator



Reports To: Ongoing Service Coordination (OSC) Supervisor

Classification: Full time

Salary Range: \$56,100 - \$64,397 to commensurate with experience

Date Posted: Oct 21, 2025

Date Closed: Oct 30, 2025

Please forward your cover letter & resume in one document to careers@willowbridge.ca by 4:30p.m. on or before, October 30, 2025. Note, applications that are not submitted to the email above will not be considered.

About Willowbridge

Willowbridge Community Services is a not-for-profit organization offering developmental services and counselling across Hamilton, Brantford, Niagara, and Haldimand Norfolk. We believe that everyone deserves relationship, community, and celebration.

About The Role:

The Ongoing Service Coordinator (OSC) within the Encompass Service Coordination program is responsible to support individuals with multiple complex needs through coordination of community services, connections with social and natural supports and follow-through on established goals, ensuring the provision of trauma and attachment informed treatment that is welcoming and safe, where our clients and their families can find solutions to help reach their potential and support their goals of participating more fully in their community through work, play and friendship. The OSC service is available to residents of Brantford, Brant County, as well as, First Nation communities of the Six Nations of the Grand River and Mississauga's of the new credit first nation.

Essential Duties:

- Initiate and support individuals with multiple complex needs through coordination of community services, connections with social and natural supports and follow-through on established goals.
- In cooperation with the client, develop an Individual Support Plan that reflects the person's wishes and assessed needs and, where appropriate, incorporates input from significant others in the individual's life. Review, update and revise the plan as necessary.

- Establish alternative service approaches that reflect individuals' specific circumstances, such as cultural and linguistic needs and individuals' life stages.
- Work in collaboration with community partners to ensure coordinated service delivery for each individual through case conferences, collaborative problem solving, and regular communication with the individual, family and internal and community service providers.
- Provide community linkages and service collaboration with other related sector and cross sector partners.
- Advocate on behalf of the individual and/or primary care provider, as necessary.
- Provide educational workshops and facilitate group work as required.
- Support Individuals to engage in community and support individuals in developing informal connections and supports.
- Provide adults living with an intellectual disability the support they need to access safe housing, medical, financial, or mental health services and to develop socially valued roles within their community.
- Supports individuals to develop life skills, such as budgeting, nutrition, transportation, and to learn their rights and responsibilities.
- Accountable for meeting quantifiable targets that support the locally developed plans and corporate strategies.
- Develop work plans, regular reports, updates and evaluations documenting partnerships, programs, and service coordination.
- Promote human rights, anti-oppression, diversity, inclusion and equity principles in providing services to clients.
- Ensure referrals are made to the appropriate internal partners, or community agencies that are best suited to support vulnerable individuals or families using a holistic, trauma informed approach.
- Play a lead role in promoting the needs and interests of individuals and ensure these interests are integrated in the planning, development and implementation of individual plans to support healthy, engaged and inclusive relationships for client and their families.
- Identify service gaps not currently filled by stakeholders and providers. Develop opportunities to bridge these gaps through partnerships and linkages with community based agencies, social services, private sector and other stakeholders
- Provide leadership and mentoring for volunteers and students.

Why work for Willowbridge?

- Become part of an innovative 4-day workweek and work 32 work hours a week with no salary reductions.
- Generous vacation package starting at 18 paid days per fiscal year (approx. 4.5 weeks), all statutory holidays, and additional paid days for a week-long holiday office closure.
- Accrue 1.4 cumulative sick-days per month that build into a sick-day accrual bank.
- Comprehensive health and dental plan including a \$1000 health care spending account and a matching RRSP program.
- Flexible working hours that meet your needs.
- Hybrid work model with both remote and in-person requirements.
- Funded professional development, training, and certification opportunities as available.

- A management team that advocates for the wellbeing of staff, clients, and the community.
- Opportunity to be a change-maker in a positive, collaborative workplace that values leadership, innovation, and creativity.

What we're looking for:

- Bachelors Degree in Social Work, Psychology, Nursing or related field.
- At least four years experience providing case management services or specialized clinical supports; preferably working with individuals with a developmental disability or with individuals who have multiple complex needs and/or a dual diagnosis.
- Strong assessment, counselling and liaison skills.
- Proven knowledge and experience collaborating with community services.
- Ability to maintain a high degree of confidentiality and exercise sound judgment.
- Excellent organizational and time-management skills.
- Ability to maintain composure in challenging situations and when presented with multiple demands.
- Proven ability to work well independently and as part of a team.
- Ability to communicate with clients, staff, volunteers and the general public in a respectful, cooperative and professional manner.
- Excellent communication and interpersonal skill
- Competency with Microsoft Office and Client Database Applications.
- Proven ability to work as part of a team.

Willowbridge is committed to supporting a culture of diversity and inclusiveness across the organization and particularly encourages people of all ethnicities, genders, sexual/gender identities, cultural backgrounds, abilities, and beliefs to apply. Accommodation in the recruitment process will be provided upon request.

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