



Haldimand-Norfolk
REACH

supporting children, families, communities

Haldimand-Norfolk REACH is a multi-service agency, providing Child & Youth Mental Health Services, Autism & Behaviour Services, Developmental Services, Youth Services, Adult Counselling Services, and several Early Learning Intervention & Care services including EarlyON Child & Family-Centres and the Community Action Program for Children.

H-N REACH serves as the Lead Agency for Haldimand Norfolk Children's Mental Health Services, Coordinated Service Planning and the Student Nutrition Program in the Hamilton/Niagara Region. Through our Contact Unit, the agency serves as the single point of access for a variety of children's services.

H-N REACH is recognized as a local leader in community education, advocacy, inter-sector collaboration and Community Service Planning.

Contact Unit-New Position

Extensive Needs Service

CONTACT SUPERVISOR

Full-time, (35 hrs/wk), Permanent, Salaried

Ref. #2026-33

Salary: Step 1 \$54,191 - Step 2 \$60,964 - Step 3 \$67,738

Benefits: Comprehensive Benefit Plan

Responsibilities:

- Provide supervision to Single Point of Access staff within the Contact Unit, including responsibility regarding travel, expenses, professional learning, and performance appraisals.
- Oversee and coordinate service delivery and administrative processes for Complex Special Needs funding, Complex Transition Funding, and Extensive Needs Respite, ensuring compliance with reporting requirements, service agreements, and financial documentation, while maintaining strong collaboration with community partners.
- Participate with the Manager in the recruitment, interviewing and hiring process
- Complete staff orientation, performance evaluations, scheduling, and conduct staff meetings and staff training as required.

Qualifications:

- Bachelor's degree in the Social Sciences from a University of recognized standing or acceptable equivalent
- Five to seven years of work related experience in child development, autism services and/or children's mental health services
- Highly developed skills in assessment of needs, service coordination, advocacy and program planning
- Experience in coordination and facilitation of projects, demonstrated leadership and supervision skills
- Excellent written & verbal communication skills; including skills in Microsoft Office 365 & data entry
- Vulnerable Sector Record Check (includes Criminal Record & Judicial Matters Check), Children's Aid Society Declaration/Release
- Possession of a valid driver's license, \$2 million vehicle liability insurance, clear Driver Abstract and use of a vehicle.

Applicants are welcome to email the Contact Manager, Amy Marlatt amarlatt@hnreach.on.ca for more information about this position, or to find out more about working at H-N REACH.

Please submit a cover letter (citing the reference # above) & resume by email to jobs@hnreach.on.ca by June 19th, 2026 to:

Lynn Tessaro, Human Resources Manager

Haldimand-Norfolk REACH

101A Nanticoke Creek Parkway, Townsend, ON, N0A 1S0

Website: www.hnreach.on.ca

Haldimand-Norfolk REACH is committed to diversity, equity, inclusion and belonging. Only those selected for an interview will be contacted. Please contact us if you require accommodation. A United Way member Agency.



COME GROW WITH US

Join the REACH team to make a meaningful difference in people's lives every day!