



Haldimand-Norfolk

**REACH**

*supporting children, families, communities*

Haldimand-Norfolk REACH is a multi-service agency, providing Children's 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 - Existing Vacancy**

**SERVICE PLANNING COORDINATOR**

**Ref. #2026-04**

*Full-time, Permanent, Salaried*

**Salary:** Step 1 -\$47,620 - Step 2 -\$53,572 - Step 3 -\$59,525

**Benefits:** Comprehensive Benefit Package

Coordinate and lead family-centered, strength-based service planning for children and youth with multiple or complex special needs. Facilitate collaboration among families, service providers, and support teams to develop and implement Coordinated Service Plans.

**Responsibilities:**

- Collaborate with service providers across children's services, health and education sectors, to coordinate service planning and share relevant information regarding services for the child/youth
- Support families to identify their strengths, resources and needs, and develop goals and strategies to address those needs
- Develop a strengths-based, family-drive Coordinated Service Plan that reflects the goals of the child/youth and family and addresses the service needs of the child/youth.
- Support and promote the family's voice throughout the service planning process.

**Qualifications:**

- Successful completion of a University degree in the social sciences with a focus in one or more of the following areas: child/youth development; children's mental health; developmental services
- A minimum of five years work-related experience in one of the following fields: families of children/youth with multiple and/or complex special needs; child/youth developmental services; child/youth mental health services, with particular skills developed in the areas of service coordination and inclusion
- Extensive working knowledge of the community and its resources
- Emotional maturity, tact, patience, ability to obtain the confidence of, and develop a relationship with children, parents and professionals
- Proficiency in Microsoft Office Suite including Excel and Word
- Excellent verbal, oral and written communication skills
- Vulnerable Sector Record Check (includes Criminal Record & Judicial Matters Check) and Children's Aid Society Declaration/Release
- Possession of a valid driver's licence, \$2 million vehicle liability insurance, clear Driver Abstract and use of a vehicle.

**Applicants are welcome to email the Contact Program Manager, Amy Marlatt, [amarlatt@hnreach.on.ca](mailto:amarlatt@hnreach.on.ca) for more information about full benefit package and career growth opportunities, or to find out more about working at H-N R.E.A.C.H.**

**Please submit a cover letter (citing the reference # above) & resume by email to [jobs@hnreach.on.ca](mailto:jobs@hnreach.on.ca) by February 6<sup>th</sup>, 2026 to:**

Lynn Tessaro, Human Resources Manager

**Haldimand-Norfolk REACH**

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

**Website:** [www.hnreach.on.ca](http://www.hnreach.on.ca)

*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!