



Child, Youth & Family Services

Building Futures Together

Responsive, compassionate services for children, youth, and families to build better and more hopeful futures.

Special Needs Service & Planning Coordinator

[1-year Contract/ Secondment] - 0.5 FTE

About Keystone:

Keystone Child, Youth & Family Services is a dynamic, not-for-profit organization and the designated Lead Agency for Children's Mental Health in Grey and Bruce Counties. Since 1974, we have been dedicated to supporting children, youth, and families by delivering compassionate, responsive mental health services.

At Keystone, we provide a full continuum of services, including counseling, prevention and well-being programs, short-term live-in treatment, crisis stabilization, youth justice services, and special needs programming. Our focus on coordinated access ensures that every child and youth aged 0-17 receives tailored, multi-disciplinary care to meet their unique needs.

Position Summary:

The Special Needs Service & Planning Coordinator provides non-clinical case management and coordinated service planning for children and youth with multiple and/or complex needs within the Special Needs Strategy portfolio.

The role supports families by facilitating coordinated access to services across multiple sectors and programs, including Coordinated Service Planning (CSP), Complex Special Needs (CSN), and FASD-related services where applicable.

The position works collaboratively with families, service providers, and community partners to develop, implement, and monitor individualized service plans that support positive outcomes for children and youth. The overall responsibilities include the below

Key Responsibilities:

Coordinated Service Planning -

- Facilitate coordinated service planning processes for children and youth with complex needs.
- Work collaboratively with families to identify strengths, needs, and priorities.
- Develop and maintain individualized service plans in collaboration with families and service providers.
- Support families in navigating services across health, education, social services, and community supports.

Case Management and Service Coordination -

- Act as a central point of contact for families and service providers involved in coordinated





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service planning.

- Coordinate communication between service providers to support integrated service delivery.
- Monitor and review service plans to ensure services remain responsive to the needs of the child or youth.
- Maintain accurate case documentation in accordance with agency standards.

Collaboration and System Navigation

- Collaborate with internal teams and external community partners to support coordinated service delivery.
- Participate in case conferences and interdisciplinary meetings as required.
- Support collaboration between service sectors to improve access and continuity of services.

Caseload Management -

- Manage a caseload of children and youth requiring coordinated service planning.
- Will be assigned clients and caseload based on complexity and service needs.
- Support continuity of services during staff absences or transitions through shared team coordination.

Documentation and Administrative Responsibilities -

- Maintain accurate records and documentation in accordance with agency policies and reporting requirements.
- Ensure service plans and case documentation meet program and funder requirements.
- Contribute to program reporting and data collection as required.

Qualifications and Competencies:

- Post-secondary education in a relevant field such as social services, child and youth care, or a related discipline or equivalent relevant experience.
- Experience supporting children, youth, and families with complex needs.
- Knowledge of community services and systems supporting children and youth.
- Demonstrated ability to collaborate with multiple service providers and community partners.
- Strong interpersonal and communication skills
- Ability to work collaboratively with families and service providers
- Organizational and time management skills
- Ability to manage multiple cases and competing priorities
- Commitment to family-centered and strengths-based approaches

Working Conditions:

The role may involve:

- community-based meetings and site visits
- travel within the service region





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- participation in case conferences and collaborative planning meetings
- Involvement in training and other events by the agency as needed

Workload and case assignments are managed by the supervisor to ensure balanced caseload distribution and continuity of service.

Key Details:

Location:	4th Ave Office, Owen Sound, ON
Dates:	1-year contract
Hours of Work:	17.5 hours per week.
Compensation:	\$34.65 - \$41.91/hour
Reports To:	Manager, Special Needs Strategy & Access Intake
Application:	Cover Letter and Resume with Job ID Number and Title in the Subject Line to careers@kcyfs.com

We're grateful to everyone who takes the time to apply; however, only those selected to move forward in the process will be contacted.

Why Keystone?

- ☐ Comprehensive benefits package to support your health and well-being.
- ☐ HOOPP pension plan—a defined-benefit plan investing in your future.
- ☐ Vacation and leave provisions that support work-life balance.
- ☐ Employee Assistance Program and access to ongoing professional development and training.
- ☐ A supportive, multidisciplinary environment focused on connection and collaboration.
- ☐ The opportunity to make a meaningful difference for children, youth and families across Grey and Bruce Counties.

Keystone is committed to equity, accessibility and inclusion in employment. Accommodation is available throughout the recruitment process upon request.

