



Adoption Council of Ontario

Job Description: Central Adoption Services Coordinator

Position: Full time 1 Year Contract, renewed on a yearly basis

Job Region: Ontario

The Adoption Council of Ontario's Central Adoption Intake Services, a new initiative that includes initial education for Prospective Adoptive Parents (PAPS) through our newly designed Central Intake website and staff support center. Central Intake will include initial education and preparation for Prospective Adoptive Parent (PAP's) as well as navigation and support of the public adoption system in Ontario. The ACO also provides recruitment and matching work through Adopt Ontario (AO) and its newly enhanced Central Matching capabilities, post adoption/permanency training and support through Pathways (PACT), older youth and young adult permanency support/training through Never Too Late (NTL) and training for professionals through ACT.

Reporting to the Central Intake Manager, Intake staff Central Intake Services are the first point of contact for Prospective Adoptive Parents (PAPS) on their journey in adoption/permanency. Intake staff are available to provide a supportive and user focused experiences to Prospective Adoptive Parents (PAPS) who contact Central Intake Services. Intake staff provide Prospective Adoptive Parents (PAPs) with information and approaches which will help them to understand adoption in Ontario and the public adoption system begin the preparation for becoming an adoptive parent. Programs at the ACO blend the principals of client and child/youth centered approaches and leading-edge education with a high-tech delivery. This position is clinical and is part of the work the ACO does to ensure the voices of children, youth and those with lived experience shape our programming and services to best meet their and their family's needs.

Responsibilities for the Intake Line

- Respond to public inquiries about adoption and the public adoption system with accurate information, resources and support, by providing clinically based information, support and navigation assistance.
- Intake staff provide consistent and accurate information to PAPs to help them make a decision that is based on realistic expectations of the adoption journey and the adoption system in Ontario
- Assist and support PAP's with navigating the public adoption system with information and approaches that respond to their individual needs and circumstances and support the voice/needs of children/youth
- Educate callers about adoption referral to adoption programs, professionals and Children's Aid Societies, as appropriate.
- Provide support and respond to questions from adoption professionals in Ontario related to all functions of Central Intake Services and public adoption in Ontario
- Provide liaison and support with AdoptOntario, as requested and as appropriate.
- Assist in regular evaluation and planning of the Central Intake program.
- Support and maintain technical functions related to Central Intake Website.
- Understand the lenses of diversity and equity and demonstrate an approach that is inclusive of race/culture, LGBTQ+ families and Indigenous people and families.



Team Responsibilities for Central Intake Staff

- Participate and support approaches and a model that provides adoption competent approaches and clinical direction on a day-to-day basis under the direction of the Intake Manager
- Assist in and model positive creative outreach that incorporates the voices of those with lived experience and liaison with adoption professionals to promote those values and experiences
- Build and develop strong relationships and communication with other team members and with Children's Aid Society adoption workers or Private Practitioners as necessary.
- Assist in maintaining comprehensive and accurate notes, and keeping statistical records of all activities related to Central Intake.
- Be part of a team that updates and introduces new information on Central Intake website, as required, to ensure that material is current and accurate.
- Assist in positive creative outreach that incorporates the voices of those with lived experience and liaison with adoption professionals to promote those values and experiences.
- Assist in regular evaluation and planning of the Central Intake program.

Qualifications:

The ideal candidate will have:

- BSW or a University degree in a related field with Social Work experience (or related professional and/or living experience in adoption/permanency work). A social work degree is not a mandatory requirement for this position
- Minimum of 3 years of related work experience (student placements and summer employment experiences will be considered)
- Knowledge of the Ontario Child Welfare system and Adoption/Permanency journeys
- Knowledge of and willingness to learn more about adoption related programs and the Adoption process in Ontario. This may include re-learning many traditional held views society has held about adoption and child welfare.
- An interest in working with stakeholders and people with lived experience, which may include focus groups, consultations, working across teams and/or programming and policies that acknowledges diverse experiences and voices.
- Excellent interpersonal skills and the ability to provide clinical support to professionals and public individuals in a sensitive, confidential and professional manner
- Strong communication skills including the ability to provide verbal and e-mail responses to clients
- Ability to work independently in a changing environment, being proactive and self-motivated
- Bilingual French/English is an asset
- The ability to work the occasional evening and/or weekend.



“The Adoption Council of Ontario welcomes applicants with lived experience of child welfare and seeks to amplify their voices in all the work that we do. This includes all members of the galaxy of adoption including original families, children and youth who experienced child welfare and families built through permanency including adoption, kinship and customary care. We encourage those with lived experience to apply.”

Salary Range: \$50,000.00 - \$60,000.00

Includes Benefits Coverage and 3 weeks of vacation.

During COVID-19 this will be a remote work position, however the ACO is planning to have hybrid work options Ontario in 2023