



Job Description: Senior Clinical Coordinator, AdoptOntario Program

Position: Full time contract, can be renewed on March 31st 2024 and on a yearly basis thereafter.

Job Region: Toronto and surrounding areas

The Adoption Council of Ontario's AdoptOntario Program helps to make the critical connections between Ontario families and children in the care of Children's Aid Societies who are waiting for a "forever family". We provide a photo listing and databank, host adoption events, and offer clinical support for families and adoption professionals.

The Senior Clinical Coordinator will be assisting in the day-to-day functions and needs of program events and team support. In working with the team, the Senior Clinical Coordinator will review some clinical aspects of the program including final review of content for events and presentations. This includes the Online Platform for ARE events and initial content for professional and public webinars/presentations. In consultation with the AdoptOntario Program Manager the Senior Clinical Coordinator will assist in the maintenance of the quality of the program in adherence with our policies and procedures and OCSWSSW code of ethics.

Senior Clinical Coordinator Leadership and Responsibilities:

- Report to program manager regularly and report on clinical activities of the program including: updates on responsibilities, new developments and challenges, disputes, team performance, statistics, etc.
- Assist with Clinical Coordinator workload and questions
- Assist with team member training and development
- Provide team with information, reference materials and guidance based on advance clinical experience in role
- Support best clinical practice through consultation and team discussion
- In consultation with team members, identify challenges and vulnerabilities of programs and bring to program manager
- Training is an ongoing activity
- Inform team members and other staff of policies and guidelines
- Provide further clarification and support to team members in implementing policies when necessary
- Provide answers to complex queries, e.g. email, Social Media
- Provide statistics and information for reports and system maintenance as requested
- Assist in regular evaluation and planning of the AdoptOntario program
- Support and maintain technical functions related to AdoptOntario Professional.
- Update and introduce new information on AdoptOntario Public as required to ensure that material is current and accurate
- Assist in maintaining current and accurate systems, processes and websites



- Assist in maintaining comprehensive and accurate notes, and keeping statistical records of all activities related to children, families and workers.
- Be proactive in advocating for leading edge education and research as beneficial to the team and clients
- Participate on committees to strengthen partnerships with stakeholders
- Provide statistics and information for reports and system maintenance as requested
- Assist in regular program evaluation and planning Support and maintain technical functions related to AdoptOntario Professional and the Centralized Adoption Intake Admin System.
- Monitor website contents and introduce new information on as required to ensure that material is current and accurate
- Assist in maintaining current and accurate systems, processes and websites
- Assist in maintaining comprehensive and accurate notes, and keeping statistical records of all activities related to children, families and workers.
- collaborate with other ACO programs to enhance the experience of Adoption Galaxy members.
- Overseeing day-to-day inquiries to support team to ensure quality and best practice of service
- With the support of the Manager, complete Performance Appraisals of team
- Support the teams to nurture and grow relationships with our Stakeholders and community.
- Locate, track and catalogue resources for services that are adjacent to adoption (infertility, surrogacy)
- Support Clinical Support Clinical Coordinators workload and strategies and approaches
- Be proactive in advocating for leading edge education and research as beneficial to the team and clients
- Support the program manager to understand and explain the daily trends and experiences of AdoptOntario and CAIS (trends, client feedback, stakeholder feedback)
- Preparation of profiles of children referred to AdoptOntario for recruitment
- Respond to public inquiries about children
- Respond to inquiries about adoption in general from individuals in the public, referral to adoption programs as appropriate.
- Provide support and training to adoption professionals in Ontario related to all functions of AdoptOntario Public and AdoptOntario Professional.
- Assist in maintaining comprehensive and accurate notes, and keeping statistical records of all activities related to children, families and workers.
- Update and introduce new information on AdoptOntario Public as required to ensure that material is current and accurate
- Assist in positive outreach and liaison with Ontario adoption professionals to promote the value of AdoptOntario as a resource for children awaiting adoption.
- Assist in regular evaluation and planning of the AdoptOntario program
- Support and maintain technical functions related to AdoptOntario Professional.
- Communicate and liaise with key stakeholders of the AdoptOntario and Adoption Council of Ontario programs, i.e. AdoptOntario Advisory committee, ACO staff, MCYS, Adoption Professionals and individuals and groups in the public sector who are considering adoption.



- Support public connections to their local Children’s Aid Society as they explore adoption.
- Liaise with Children’s Aid Society adoption workers or Private Practitioners as necessary to support permanency/adoption processes And to promote collaboration across the field of permanency. Provide support and training to adoption professionals in Ontario related to all functions of AdoptOntario Public and AdoptOntario Professional.
- Other duties as assigned.

Qualifications:

- Minimum BSW Social Work or equivalent, with at least 5 years' work experience.
- Registered member of Ontario College of Social Workers and Social Service Workers in good standing
- Minimum of 5 years of related work experience (student placements and summer employment experiences will be considered)
- Experience in a Child Welfare related program and demonstrated experience in leadership (committee work, volunteer or paid).
- Experience with CMS (content management systems) and ability to manage technical activities related to complex databases and a web program
- 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 support on technical functions of our web-based programs
- Ability to effectively organize both administrative and clinical activities
- Consultative skills with an ability to identify resource needs and execute action plans
- Self-motivated, proactive and able to work independently in a changing and challenging environment
- Strong team player with an ability to work collaboratively with a variety of stakeholders including staff, professionals and diverse groups within the adoption community.
- Comfort in speaking to groups, at conferences and events, and providing education, training and recruiting sessions in person and through web conferencing.
- Must be willing and able to travel to/within the Greater Toronto area
- Bilingual French/English is an asset
- Occasional evening and/or weekend work
- Experience in working in an adoption related program and familiarity with Adoption process in Ontario. This may include re-learning many traditionally held views society has held about adoption and child welfare.
- Excellent written communication skills.