



JOB POSTING: SERVICE NAVIGATION

Posting date: November 6, 2025

Application Submission Deadline: Sunday, November 16, 2025

Please download the Employment Application Form at www.contacthamilton.ca/careers-2/. Completed Employment Application Forms can be submitted to Selena Boutilier at selena.boutilier@contacthamilton.ca.

We will only contact those selected for an interview. Thank you.

Developmental Services Ontario (DSO) agencies are funded by the Ministry of Children, Community and Social Services (MCCSS) as the single point of access to adult developmental services in Ontario, that are funded by MCCSS, under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Developmental Services Ontario Hamilton Niagara Region (DSO HNR) serves the communities of Brant, Haldimand, Norfolk, Hamilton, Niagara and the First Nations communities of Six Nations and Mississaugas of the Credit.

DSO HNR is currently recruiting 1 highly motivated professional for the following position:

Position: Service Navigation, DSO HNR

Category	1 - Full-Time Contract to December 31, 2026 (parental leave contract)
Effective Date	January 5, 2026
# Positions Available	1
Potential Hourly Rate	\$27.821/hour to \$35.203/hour
Reports to	DSO HNR Manager
Location	Main Office Site: 140 King Street East, Hamilton Travel may be required within the Hamilton-Niagara Region.

	<p>Contact Hamilton has a <i>Remote Work</i> Policy that allows employees to work from home up to 5 days/week. Employees are required to attend the Main Office Site to provide on-site responder duties (typically once a month), and when requested by their Manager, including on-site quarterly team meetings.</p>
<p>The Role</p>	<p>Service Navigation is primarily responsible for providing quality service navigation to applicants and their caregivers following the completion of their application for Adult Developmental Services. Service navigation includes activities such as: information provision, updating information, making service recommendations, and linking to community services and processes.</p> <p>The Service Navigator will have the following ongoing key duties (not exhaustive):</p> <ul style="list-style-type: none"> • Responds to all enquiries in a timely and responsive manner • Manages incoming enquiries from clients and their support networks to determine needs, urgency/priority, and resulting required actions • Updates the client's file, identifies new/different service needs, and makes resulting referrals • Provides relevant and accurate information about available services and supports (both Ministry-funded adult developmental services and non-Ministry-funded services) • Provides general information about relevant community processes for people living in the catchment area as described above • Provides general consultation or information regarding DSO HNR services and processes • Identifies / liaises with interim and crisis supports as needed • Updates information in the client database to ensure information is accurate • Most of the work with individuals and their support networks occurs via telephone or email. It requires that the employee enter data in 'real time' into the client database. In-person appointments are accommodated as required.
<p>Minimum & Preferred Qualifications</p>	<ul style="list-style-type: none"> • Post-secondary degree or diploma in a discipline related to human services, ideally developmental services or disability studies • Minimum 5 years' experience working in the field of adult developmental services • Experience with providing adult developmental service coordination/case management, ideally in the Hamilton-Niagara Region. • Extensive working knowledge of the developmental services sector, specifically knowledge of the services and supports available in the catchment area noted above • Knowledge of the DSO program and MCCSS

Skill Set	<ul style="list-style-type: none"> • Demonstrates Contact Hamilton's values and service principles: Integrity, Diversity, Empathy, and Accountability. • Client Service Coordination: Able to assess the needs of clients and identify, arrange, coordinate, and evaluate the options and services required to meet the client's needs. • Clinical Risk Assessment: Able to quickly and accurately assess the presenting need, prioritize matters where immediate attention is needed, and identify appropriate risk mitigation strategies. • Collaboration/Networking: Able to develop effective and collaborative working relationships with individuals, families and service providers. • Commitment to Equity, Diversity & Inclusion: Demonstrates the values and behaviours that promote equity, diversity and inclusion. • Communication: Effectively communicates orally and in writing, adapting messages in line with the audience's ability, experience, diversity and background. • Conflict Resolution & Negotiation: Able to identify, respond and resolve conflicts calmly and productively. • Detail Oriented: Able to accurately record data and complete multi-step prescribed processes in order to enable service connection. • Meeting Facilitation: Able to guide the meeting process to effectively gather appropriate information, and develop consensus among participants. • Problem Solving: Possesses effective problem-solving skills, including the ability to interpret and apply guidelines, policies, and procedures. • Planning & Organization: Demonstrates effective organizational abilities and the ability to work in a fast-paced and dynamic environment; ability to quickly adjust to changing priorities, the needs of clients, and the program. • Computer Literacy: Excellent computer skills, proficient in a Windows environment; able to learn software / database systems and work "live" in multiple systems. Able to support data entry, word processing, email, and keyboarding.
Other Requirements	<ul style="list-style-type: none"> • A current and original copy of a satisfactory Criminal Records check with Vulnerable Sector Screening • Valid driver's license and access to a vehicle • A minimum \$2-million liability automobile insurance • Employees must meet the terms and conditions of the <i>Remote Work Policy</i>, including but not limited to having access to a private and secure home office with reliable internet in order to participate in the Remote Work program.
Diversity, Equity and Inclusion	It is an asset to have the ability to speak, read, and write in the French language.

	<p>We are committed to providing barrier-free and accessible employment practices. As such, Contact Hamilton will provide reasonable accommodation for any applicant, as requested during the recruitment process. For any recruitment-related accommodation needs and/or requests, please contact Selena Boutilier at selena.boutilier@contacthamilton.ca</p> <p>Contact Hamilton believes in diversity and recognizes the benefits it can bring to our organization and the people we support by including multiple perspectives and ideas. Contact Hamilton encourages and welcomes applications from people reflecting the diversity of our communities. Contact Hamilton is dedicated to a culture of inclusivity, equity, and diversity.</p>
Health and Safety	Health and safety are of paramount importance to us. Safety protocols are in place. All employees are expected to comply with Contact Hamilton's health and safety policies and protocols.