



*Every child and youth living at their full potential*

## About Grandview Kids

Grandview Kids provides an array of specialized programs, rehabilitation services, and outpatient clinical treatments to children and youth with physical, communication, and developmental needs. Programs and services – which are delivered at the Centre, in the community, at schools, and in-home – include: medical consultation, assessment, and diagnosis; audiology, autism support; complex care program; occupational therapy; physiotherapy; respite services; social work; speech-language pathology; therapeutic recreation; and family engagement. Grandview Kids actively participates in research to support innovation in rehabilitation science, to advance organizational capabilities, and to better serve caregivers and the developmental needs of their children and adolescents. As an organization, we are dedicated to inspiring possibilities, fostering development, and supporting growth and personal achievement with our clients, caregivers, and team members. Though a collaborative, multi-disciplinary approach, members of Team Grandview strive to provide culturally-safer, inclusive, and innovative evidence-informed care that meets the unique needs of each client.

Grandview Kids is now accepting applications for the position of:

### **Service Navigator (Contract Full-Time)**

- 37.5 hours per week (1FTE)
- Salary: \$29.24 - \$34.20 per hour, depending upon experience
- Contract Duration: February 21<sup>st</sup>, 2026 – February 26<sup>th</sup>, 2027
- On-site with some Hybrid

### **Summary of Duties**

Under the general direction of the Manager, Client Services the Service Navigator provides information to clients, families, caregivers and service providers with current information related to Grandview and community services, eligibility criteria, and service delivery information. The Service Navigator facilitates client integration; update clients records; maintains established standards and practices; ensures the integrity and confidentiality of client records; maintains communication with all other staff members; participates in education, orientation and public relations as required; maintains a safe work environment; participates in the Centre's Quality Improvement Program (QIP) activities; and carries out other duties as assigned.

## **Responsibilities**

- Client integration by conducting comprehensive client focused developmental screenings with the client/parent/caregiver to determine developmental needs;
- Engage with clients, parent/caregiver as partners to determine family goals and their ability to participate in the suggested services (i.e., determining whether family is “ready, willing and able” to access services);
- Identify the level of risk for the client parent/caregiver and making appropriate links to services and community supports through appropriate services that will support the identified needs and scheduling assessment appointments for clients based on established protocol
- Updates client records by documenting all client related and non-client related activity in the client record by obtaining informed consent for the sharing of information in accordance with Centre privacy and security practices;
- Ensures information documented in the client record is current, complete, relevant and accurate by updating as appropriate based on established protocol;
- Update existing records with new referral request and admits client to appropriate programs and services while verifying client and family contact information, custody status and guardianship and documenting referral concerns in the client record
- Maintains established standards and practices by keeping current on relevant programs and services in order to advise families and providers of various assessment and intervention opportunities

## **Qualifications**

- College diploma or Bachelor’s degree, in a field related to child development, or equivalent;
- A combination of education and experience working with children with communication, physical and developmental needs and their families, and with related community programs, agencies and services involved in integrated planning and service provision
- You have extensive experience and knowledge with child development and paediatric conditions, clinical services, relevant services and community supports for children with communication, physical and developmental needs and their families in Durham Region
- Superior written, editorial, and verbal communication and interpersonal skills
- Demonstrated conflict resolution, problem solving skills, and critical thinking skills, with proficiency in Microsoft
- Office Suite as an asset
- Bilingual (French) is highly preferred

You have the ability to work flexible hours outside of normal work hours, and possess a valid Ontario driver's license, insurance and access to a vehicle. You have a deep commitment to family-centred care and a passion for working with others to support children to live life at their full potential.

## **How to apply**

**Please forward a resume clearly stating Job 25.132 Service Navigator through the following link: [Apply Here](#) by 5:00 PM January 15<sup>th</sup>, 2026.**

Please address your correspondence to:

Human Resources

Grandview Kids

1461 Harwood Avenue North

Ajax, ON L1T 0R3

## **Our commitment to belonging**

Grandview Kids aims to be deliberate in our consideration of diversity, defined as differences in race, colour, place of origin, religion, immigrant and newcomer status, ethnic origin, ability, sex, sexual orientation, gender identity, gender expression, and age. Recognizing and valuing diversity and equity must be accompanied by concerted efforts to ensure the inclusion of diverse and underrepresented populations, meaning that individuals must be and feel valued, respected, and equally supported. We invite applicants in the above defined areas to apply.

Grandview Kids is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If you have accessibility needs and require alternate formats or other accommodations throughout this process, please contact Human Resources.

## **Land acknowledgement**

The lands, waters, nature and sky that Grandview Kids is privileged to exist within have long been home to the Michi Saagiig Anishinaabeg. We acknowledge the lands of the traditional and treaty territories covered under the Williams Treaties, including the Mississaugas of Scugog Island First Nation, Alderville First Nation, Hiawatha First Nation,

Curve Lake First Nation and the Chippewa Nation of Georgina Island, Beausoleil and Rama. We are responsible for building stronger relationships with clients, caregivers, partners and colleagues from First Nations, Métis and Inuit communities. Through our shared values of belonging, excellence, connection discovery and celebration, Grandview Kids commits to seeking truth and upholding reconciliation.

**We thank all applicants. Only those selected for an interview will be contacted.**