

**Passport Coordinator/Adult Protective Service Worker (APSW)  
(Full-time, Permanent Position/35 hours per week)  
Community Integration Program**

Family Service Thames Valley (FSTV) is a not-for-profit, multi-service agency dedicated to strengthening individuals, couples, and families as they navigate life's challenges. The Community Integration Program (Developmental Services) support children and adults who have a developmental disability by connecting them to community resources and assisting with planning and advocacy. The Counselling Program offers accessible and affordable mental health counselling to help individuals cope with anxiety, depression, grief, trauma, life transitions, and more.

**POSITION SUMMARY:**

Reporting to the Passport Program Manager and the Director of the Community Integration Program, the Passport Coordinator/APSW is responsible for coordinating all aspects of the individualized plans for recipients of Passport funding including liaising with referral agencies, completing intakes, building a rapport with all clients, connecting to Passport Workers (Independent Contractors), processing receipts, offering options, and following all Passport guidelines.

**KEY RESPONSIBILITIES:**

- Case Management and coordination
- Administration
- Advocacy
- Community Development

**REQUIRED QUALIFICATIONS, EXPERIENCE AND SKILLS:**

- Relevant post-secondary education in the human service field or equivalent education/experience;
- Excellent interpersonal as well as written and verbal communication skills;
- Proficiency in Microsoft Office, including Excel;
- Self-motivated and self-directed;
- Ability to prioritize and self-manage expectations and schedule;
- Ability to be flexible and adaptable;
- Open to learning newer online databases;
- Strong leadership and project management skills;
- Working knowledge of developmental disabilities, and community resources in the Thames Valley catchment area;
- Core values must be consistent with FSTV;
- CPR/First Aid and a current Police Vulnerable Sector Check are required.



We thank all applicants for their interest; only those selected to proceed in the competition will be contacted.

Family Service Thames Valley is an equal opportunity employer. If you require accommodation in making an application, please contact Charlotte Dunn at 519-433-0183 or [employment@familyservicethamesvalley.com](mailto:employment@familyservicethamesvalley.com)

Please submit resume and letter of interest by March 21, 2025 to:

Linda Howgego  
Director of Developmental Services  
Community Integration Program  
Family Service Thames Valley  
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