



# Career Opportunity



## WHO WE ARE

Accerta is a B Corp certified social enterprise enabling healthcare equality for all. As a social enterprise, we manage dental, vision, drug, and healthcare benefits programs exclusively for government and social services agencies in Canada. Our targeted experience and innovative technology provide cost savings, reliable service, process continuity, and accurate, insightful data that enables governments to make informed strategic decisions, reducing stress on the healthcare system through streamlined administration.

## ABOUT THIS OPPORTUNITY

Accerta is seeking a motivated individual to join our team on a one (1) year contract as AccessOAP Regional Service Manager for Central Region. This manager will help to facilitate an increasingly coordinated and integrated service experience for families registered in the Ontario Autism Program (OAP), throughout the province of Ontario.

AccessOAP will be working to establish Regional Service Managers to support connections between families and providers across key children's services and health and education sectors, including but not limited to public and private OAP service providers. Regional Service Managers and teams of Regional Service Network Specialists will liaise with families and providers in order to support transitions between and access to regional services. This will include helping families to access culturally and linguistically appropriate information about the services and supports that are available to them, with a focus on underserved, rural, and remote communities.

## ACCOUNTABILITIES

The Regional Service Manager will supervise a team of two (2) Regional Service Network Specialists within the designated catchment across the province in support of:

- Coordinated service delivery to enhance access to and transitions between providers
- Interprofessional collaboration between service providers
- Innovative service delivery
- Individualized family-centered services and supports
- Culturally and linguistically appropriate and accessible regional services

The Regional Service Manager will be directly responsible for designing and implementing a plan to meet operational objectives set by Accerta. The Regional Service Manager will engage with local service providers and families to support positive family experiences in the OAP and will seek opportunities for enhanced collaboration at a local level. The Regional Service Manager will

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**Website:** [www.accerta.ca](http://www.accerta.ca)



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work closely through cross-sectoral partnerships and multidisciplinary collaboration to ensure cohesive information sharing across the province.

**Engagement:** The Regional Service Manager will be required to develop and execute an annual engagement plan focused on seeking input from local service providers and families. Annual engagement plans will be used to inform annual regional support network operational goals. This position reports to the Sr. Director, Family Experience & Provider Relations.

## QUALIFICATIONS

- An undergraduate university degree, or combination of extensive autism sector experience and education required
- A minimum of 3 years of experience within the autism sector in Ontario, demonstrating a strong understanding of family needs within the current local landscape
- 2+ years of supervisory or management experience is a strong asset
- Experience in collecting, analyzing, and responding to client feedback, data, or other metrics required to deliver high-quality, responsive services
- Experience engaging directly with autistic youth, children, families/caregivers, and service providers
- Excellent written communication and interpersonal skills
- Demonstrated ability to build strong relationships with local community stakeholders, demonstrating good judgment and diplomacy in communicating in sensitive situations
- Demonstrated experience using MS Office and virtual communication platforms (e.g., Zoom, Teams)

## WHAT WE OFFER

- A competitive salary package and easily accessible downtown location.
- A competitive benefit package that includes a Health Care Expense Account.
- Hybrid working environment

## FLEXIBLE WORK ARRANGEMENT:

We support a hybrid work approach, which will give everyone the best of both worlds – a mix of home and in-office workdays.

Please note: This role will require some travel within the specified region as well as to Accerta's office in Toronto, with a schedule for travel being determined collaboratively on an ongoing

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basis.

Hybrid work schedules will be determined in partnership between individuals, managers, and the team. While we anticipate that most weeks will conform to a Monday to Friday, 9 am-5 pm (or similar) schedule, we anticipate some evening and weekend work will be required to optimally support the needs of children, youth, and families.

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## INCLUSION AND EQUAL OPPORTUNITY EMPLOYMENT

Accerta is an equal-opportunity employer and is committed to fostering diversity and inclusion in the workplace. We are committed to fair employment practices and all qualified applicants will receive consideration for employment. We offer accommodation for applicants with disabilities, as required throughout the recruitment process. Accommodations are available on request for candidates taking part in all aspects of the selection process.

To request accommodation, please contact [accessibility@accerta.ca](mailto:accessibility@accerta.ca)

We appreciate your interest in working with us; however, only those applicants selected for interviews will be contacted. Final candidates for this position will be required to undergo a security screening, including criminal records check, judicial matters check, vulnerable sector screening, and employment reference check.

**To learn more about us please go to: [www.accerta.ca](http://www.accerta.ca)**

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