

FULL-TIME POSITION
3-YEAR CONTRACT

Care Coordinator

Gender Affirming Care

REPORTS TO
**Supervisor, Substance Use
Health and Mental Well-being**

DATE CREATED CONTRACT ENDS
March 2026 March 31, 2029

Job Summary

The Care Coordinator is responsible for providing direct, client-centred care coordination and system navigation to gender-diverse individuals seeking gender-affirming care. The role supports individuals in identifying and achieving their health and wellbeing goals through timely access to medical, mental health, social, and community services.

The Care Coordinator works collaboratively with service providers and community partners to ensure a seamless, integrated, and affirming care experience. Services are delivered using strength-based, trauma-informed, culturally

responsive, and inclusive practices aligned with Thunder Bay Counselling's vision, mission, values, and strategic priorities, as well as Ontario Health Gender Affirming Care Quality Standards.

Key Responsibilities and Accountabilities

The Care Coordinator is responsible for accomplishing the following in compliance with TBC policies, procedures, and relevant standards and guidelines. TBC maintains the right to assign additional responsibilities.

1. Provide clients with an orientation to service, obtain informed consent, and complete comprehensive intake and assessment related to gender-affirming care needs and goals.
2. Develop, implement, and monitor individualized, person-centred care plans in collaboration with clients.
3. Knowledge of local and provincial services to competently coordinate and facilitate access to gender-affirming medical, mental health, social, legal, and community-based services.
4. Support clients in navigating care pathways, eligibility requirements, referrals, and appointment processes.
5. Advocate for and support clients as appropriate, including participation in case consultations, system navigation, and referrals to other services.
6. Provide affirming, trauma-informed counselling to support wellbeing, gender identity exploration, transition-related concerns, and the impacts of stigma or discrimination.
7. Assess on an ongoing basis clients' risk of harm to self or others and develop safety plans and crisis interventions as required.
8. Maintain accurate, timely, and confidential client records that reflect services provided and contain updated information.
9. Collaborate with internal programs, community partners, and service providers to support continuity and coordination of care.
10. Contribute to quality assurance and quality improvement activities, including data collection, service evaluation, program planning, and feedback.
11. Address client or stakeholder concerns and complaints by resolving matters where possible or escalating as required.
12. Embrace and commit to practices that promote diversity, equity, inclusion, anti-racism, anti-colonialism, accommodation needs, and respectful language in all areas of responsibility.
13. Maintain a current level of knowledge in gender-affirming care and related fields and contribute to the professional growth and development of peers as appropriate.
14. Participate in TBC-endorsed internal and/or external committees, team meetings, and professional development activities.

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Qualifications

- Eligible to register with a relevant regulatory professional college.
- Bachelor's degree in a social science or related field with a minimum of three (3) years' experience providing counselling, care coordination, or system navigation; or a Master's degree with a minimum of one (1) year's related experience.
- Demonstrated knowledge of and experience with gender-affirming care, trauma-informed practice, and person-centred approaches.
- Training and experience in crisis intervention, including assessment and management of risk of harm to self or others.
- Strong assessment, communication, organization, and documentation skills.
- Proficiency in the use of personal computers and relevant software applications, including Microsoft Office and client management systems.

Assets

- Lived or living experience with gender-affirming care.
- Knowledge of local and provincial gender-affirming care systems and resources.
- Experience working with Indigenous, Francophone, rural, or other diverse communities.

Other Conditions and Requirements of Employment

- Successful completion of required background and screening checks.
- Adherence to TBC policies, codes of conduct, confidentiality, and privacy requirements.
- Flexibility to work occasional evenings and weekends as required.
- Participation in training or additional screening required to support specialized service delivery, where applicable.

Application Deadline

Monday, June 1, 2026 at 4:30 pm

Qualified applicants are invited to submit resume and cover letter to **Carolyn Loiselle, Human Resources Coordinator** at careers@tbaycounselling.com

Pay Range

\$35.11 – \$41.70 per hour

Thunder Bay Counselling celebrates and supports the differences in thoughts, views and beliefs that come from diversity in race, colour, abilities, gender identity and expression, sexual orientation, age, religion, relationship and family status, and socioeconomic backgrounds. We strive

for a workforce that is representative at all levels of the people we serve. We encourage and welcome applications from qualified individuals of equity deserving groups. Accommodations are available upon request at any stage in the selection process.