



RESOURCE COORDINATOR, *A NEW CAREER PATH*

PAM CASEY,
RESOURCE COORDINATOR
KIDSHELPPHONE

AGENDA

- Kids Help Phone / Good2Talk
- General Concepts
- Standards/Taxonomy/Hierarchy
- Building Records
- Resource Coordinator
- Conclusion

Kids Help Phone



Celebrating
25 Years

<http://www.kidshelpphone.ca>

Good2Talk



1.866.925.5454
or connect through 2-1-1

Post-Secondary Student Helpline

<http://www.good2talk.ca>

General Concepts

- Human Services
- Information & Referral



Human Services

What is Human Services?

- Service providers who meet human needs through focusing on prevention as well as remediation of problems, and maintaining a commitment to improving the overall quality of life of service populations.
- These services usually consist of community, health, social and government related services.

<http://www.nationalhumanservices.org/what-is-human-services>



Human Services Organizations

Examples:

Off-Campus: Goodwill Industries – is an organization that provides job training, employment placement services and other community-based programs for people who have disabilities.

<http://www.goodwill.on.ca/>

On-Campus: Seneca College - With campuses across the Greater Toronto Area, Seneca offers degrees, diplomas and certificates renowned for their quality and respected by employers

<http://www.senecacollege.ca>



Information and Referral Services

What is Information and Referral (I&R)?

- I&R is the branch of Library and Information Science that manages human service content for a target community
<http://www.airs.org/i4a/pages/index.cfm?pageid=3500>
- AIRS defines I&R as community information and referral provision that connects people with resources that can help them.
- Community Information Centre (CIC)
http://211canada.typepad.com/informontario/about_informontario/

What is 211?

How is 211 different from 311, 411 & 911?

- 211** Information & referral helpline to **community, social, government and health services.**
- 311** Customer service & municipal information hotline for the following regions/cities. (Toronto, Halton, Windsor, Peel, Ottawa, Greater Sudbury)
- 411** Telephone directory and **business** listings.
- 911** Emergency number for **police, fire and ambulance** help.



**Make the
Connection**

Call 2-1-1
www.211ontario.ca



Free | Confidential | 24/7 | 150+ languages | Live answer
TTY: 1-888-340-1001



Ontario 211 @211Ontario · Sep 26

Please retweet and help prevent non-emergency calls to 911. #dial211

↩ Reply ↻ Retweeted ★ Favorite

Industry Standards

Source - www.businessdictionary.com/definition/industry-standard.html

I & R Industry Standard Organization

AIRS

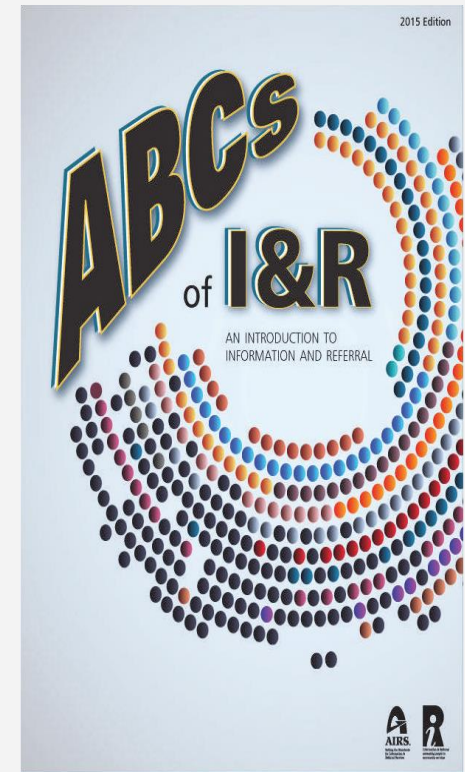
The **Alliance of Information and Referral Systems** is the professional membership association for community Information and Referral (I&R) and Information and Referral/Assistance (I&R/A) providers

www.airs.org



AIRS

- Membership
- Certification
- Accreditation
- Standards - Taxonomy
- Resources and Supports



AIRS/211 LA County Taxonomy

Taxonomy for indexing and accessing human services resource databases.

- Hierarchical System
- Over 9,000 terms includes U.S. English, Canadian English and Canadian French

www.211taxonomy.org



Level 1 Taxonomy Terms

B Basic Needs

D Consumer Services

F Criminal Justice and Legal Services

H Education

J Environment and Public Health/Safety

L Health Care

N Income Support and Employment

P Individual and Family Life

R Mental Health and Substance Abuse Services

T Organizational/Community/International Services

Y Target Populations



College/University Students (YG-8000.1500)

Term	College/University Students
Code	YG-8000.1500
Definition	Individuals who are enrolled in classes or courses of study in colleges or universities that are part of the formal education system.
Created	10/30/00
Changed	2/4/13
Use References	College Students Higher Education Students University Students
See Also References	Graduate Students (YG-8000.2500) Undergraduates (YG-8000.9100)
External Classification Terms	
Related Concepts	
Facet	Target
Comments	
Bibliographic References	

Tax Term Game

Service #1

Programs that enable students who demonstrate financial need to obtain the financial assistance they require to meet their educational and living expenses while in school.

- Student Financial Aid

Service #2

Teams established on college and university campuses that prepares them to train as first responders following a major campus emergency

- Campus Emergency Response teams

Service #3

Programs that offer therapeutic sessions to help two individuals who are having a problem with their interpersonal relationship identify and resolve their differences and improve their

- Conjoint Counselling

Building Records

The background of the slide is composed of three large, overlapping triangles. A large light blue triangle occupies the upper right and bottom right portions. An orange triangle is located on the left side, pointing towards the center. A teal triangle is at the bottom left, partially overlapping the orange and light blue triangles. The text 'Building Records' is positioned in the upper left area, within the light blue triangle.

Data Quality

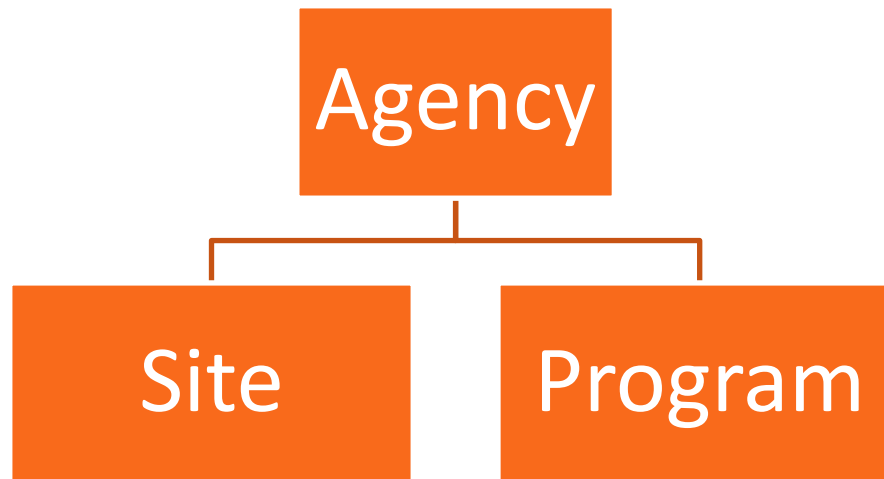
Data quality consist of four items:

- Accuracy
- Completeness
- Consistency
- Timeliness



Hierarchical Records

- Parent/Child Relationship



Agency

An agency can be incorporated, a division of government, or an unincorporated group that offers, for example, a food pantry or support group. The agency is the main location of the resource where the administrative functions occur, where the organization's director is generally housed and where it is licensed for business.



Site

Sites are the physical locations (sometimes called branches) from which clients can access programs that are provided by the agency. An agency must have at least one site but can have several.



Program

A program record describes the types of assistance an agency delivers to its clients.

Sometimes agencies will provide a group of services (some primary and some secondary) and organize them as a “program”.



Program: Algonquin College Safety, Security and Emergency Management

[Agency: Algonquin College](#)

[Return to main Resources page](#)

Edit

Resource Num: **12677629**

Description

Provides services to ensure the security and protection of staff, students and College assets.

Print to PDF

☐ Include any private fields

☐ Include categories

Make PDF

Program Phones:

613-727-4723 ext 5000

Emergency

613-727-4723 ext 5010

Business Line

(Main contact info is private.)

Recommended referrals

Frequently referred with this resource:

none to recommend yet

[Website: www.algonquincollege.com/safety-security-services](http://www.algonquincollege.com/safety-security-services)

[Email: security@algonquincollege.com](mailto:security@algonquincollege.com)

Attachments

(None)

Location information

Algonquin College Safety, Security and Emergency Management

Location:

1385 Woodroffe Avenue, Room C128
Nepean, ON, K2G 1V8 ([Map](#))

Program Hours:

24/7

Mailing Address:

1385 Woodroffe Avenue, Room C128, Nepean ON, K2G 1V8

Program Delivery

Eligibility: Algonquin College students and staff

Languages: English

Answer

Verification of Information

- **Canada Revenue Agency's Charities Listing Database**

<http://www.cra-arc.gc.ca/chrts-gvng/lstngs/menu-eng.html>

- **Record Verification**



News and Online Research

Colleges Ontario - Colleges Ontario is the advocacy and outreach association of Ontario's 21 Colleges of Applied Arts and Technology and three College Institutes of Technology and Advanced Learning.

Ontario Ministry of Transportation, Colleges and Universities – lists all the publicly funded Colleges and Universities in Ontario.



Kids Help Phone database

Home

Vols - Staff

Calls

Resources

Chatboard

Statistics

Admin Tools

ISIS CALL Profile Change Password

Help

Exit

Found in 406 resources.

Search

Clear

☐ Taxonomy

☒ Name of Resource

Filters

Highlighted terms

911 Services

Children's Protective Services

College / University Students

Community Health Centres - CLSC

Community Mental Health Agencies

Distress Lines

Domestic Violence Shelters

Financial Aid

Gay / Lesbian / Bisexual / Transgender Support Groups

Grief and Loss Counselling

Hospitals

In Person Crisis Intervention

Individual Counselling

Legal Aid

Medical Information Lines

Mobile Crisis Intervention

Poison Control

Resources

English

Found in 406 resources.

Search

Clear

Geographic filters

Resources within

Canada

Ontario

(All regions)

(All cities)

Postal code

Go

Phone: - - -XXXX

Go

Saved searches

Manage Resources

☒ Search ☐ Verify

More about "College/University Students" (click here)

Show on map

1 2 3 4 5 6 7 8 9 10 Next

Algoma University Academic Advising Program

From: Algoma University

Sault Ste Marie

Eligibility: Algoma University students.

Hours: Drop-in advising also available between 2pm and 4pm. Appointments outside the drop-in hours can be made by phone.

Fees: Free

Mon: 10:00am to 12:00pm

Tue: 10:00am to 12:00pm

Wed: 10:00am to 12:00pm

Thu: 10:00am to 12:00pm

Details...

Algoma University Anishinaabe Students Program

From: Algoma University

Sault Ste Marie

Details...

Filters

If any item below is selected, then a resource must have all selections to appear in results.

Eligibility by Age

☐ <5

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

☐ 10

☐ 11


☐ 12


☐ 13


☐ 14


☐ 15


Kids Help Phone database – cont'd


 Pam / Kids Help Phone /


 Home


 Vols - Staff


 Calls


 Resources

 Chatboard

 Statistics

 Admin Tools

 Help

 Exit

Program: Algoma University Academic Advising
[Agency: Algoma University](#)

[Return to main Resources page](#)

Description
Student Service Advisors are available to assist students throughout the year with academic advising.

Program Phones:


705-949-2301 ext 4216	Business Line
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(Main contact info is private.)

[Website: www.algomau.ca/student_life/student_services/academic_advising](#)
[Email: advising@algomau.ca](#)

Location information
Sites offering this program
+ Algoma University Sault Ste. Marie Campus ->
Location:
Algoma University Sault Ste. Marie Campus
1520 Queen Street East
Sault Ste Marie, ON, P6A 2G4 ([Map](#))
Site Phones:

1-888-254-6628	Toll free
705-949-2301	Business Line
705-949-6583	Fax

 Edit
Resource Num: 1283118

Print to PDF
☐ Include any private information
☐ Include categories
 Make PDF

Recommended referrals
Frequently referred with resource:
none to recommend yet

Attachments
(None)

Who is a Resource Coordinator?

The background of the slide is composed of large, overlapping geometric shapes. A large light blue triangle occupies the upper right portion. An orange triangle is positioned in the lower left. A teal triangle is located at the bottom center, overlapping the orange triangle. The text is placed in the white space of the upper left.

Resource Coordinator

- Manages Human Service Information
- Supportive role to information providers
- Outreach and Continued Education
- **PASSION!**



Manages Human Service Information

“The database includes resources that support the inquirer’s right to **accurate, comprehensive and unbiased** information...”

AIRS Standards, Section II



Group Discussion

Can you think of a similar contract/position?

- ☐ Managing Resources
- ☐ Supportive Role
- ☐ Outreach
- ☐ What are you passionate about?

Information Sources

The background of the slide is composed of several large, overlapping triangles. A large light blue triangle occupies the upper right portion. A bright orange triangle is on the left side, pointing towards the center. A teal triangle is at the bottom left, partially overlapping the orange one. The top left corner is a light gray area where the title is located.

Attaining Resources

- Decide on your focus
- Gather your reliable sources
- Develop search strategies



Information Source Examples

On Campus - Durham College Services for International Students

<http://www.durhamcollege.ca/info-for/international-students>

Off Campus - COAST Halton Mobile Support

<http://www.haltonpolice.ca/SPECIALIZEDUNITS/COAST/Pages/default.aspx>



Program Site – On Campus



Program: Durham College International Office

[Agency: Durham College](#)

[Return to search results](#)

Description

Services include:

- A diversity office
- Academic advice
- Assistance with disabilities through the Centre for Students with Disabilities
- Campus library
- Employment services through Career Services
- Financial aid and one-on-one budgeting through the Financial Aid and Awards office
- First-year student experience
- Help with study skills and exam preparation through our Student Academic Learning Services
- Peer tutoring

Program Phones:

905-721-2000 ext 2355

Business Line

Main Contact

Larissa Strong
Manager, International Student Support
905-721-2000 ext 7609
larissa.strong@durhamcollege.ca

Senior Administrator

Fiona Richards
Executive Director, International Education
905-721-2000 ext 3365
fiona.richards@durhamcollege.ca

Website: www.durhamcollege.ca/info-for/international-students

Email: international@durhamcollege.ca

Location information

Sites offering this program

+ **Durham College Oshawa Campus** ->

Durham College Oshawa Campus

Location:

2000 Simcoe Street North, Room SSB210, Student Services building
Oshawa, ON, L1H 7K4 ([Map](#))

Site Phones:

905-721-2000 Business Line

Program Site – Off Campus

Crisis Outreach and Support Team (COAST)

The Halton Regional Police Service Crisis Outreach and Support Team (COAST) provides Halton Region residents aged 16 and over with mental health issues in crisis with outreach and support. It is comprised of health care workers and HRPS officers trained in mental health and crisis intervention, and is funded by the Canadian Mental Health Association of Halton and by the Ontario Ministry of Health.

Halton's COAST crisis line is **1-877-825-9011**. It is answered by a COAST mental health crisis worker **24 hours-a-day, seven days a week**.

Intake assessments are completed for each call and workers will provide support and advice regarding next steps.

Anyone can make a referral to the COAST team.

To learn more about COAST, **[click here](#)**.



Halton Crisis Outreach and Support Team (COAST)

COAST Halton Mobile Support

[Return to Managing Resources](#)

Save

Save and view resource

Delete

Create a copy

Cancel



This record is in **English**. [Click here to edit the French translation](#)

Agency: [Halton Crisis Outreach and Support Team \(COAST\)](#)

Manage Sites at this agency

(Select a site)



Manage another program at this agency

COAST Halton Mobile Support



[Change agency to which this program belongs](#)

Program Information

Program Name

COAST Halton Mobile Support

French Name

Alternate Name

Description

[Modify this description](#)

Provides mobile crisis intervention to individuals living in the Halton region.

**Internal notes for
resource editors only**

**Internal notes for
editors and viewers**

Becoming a Resource Coordinator

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Job Description


- Education and Knowledge
- Experience
- Responsibilities



Soft Skills

- Database Maintenance
- Research
- Classification & indexing

Summary

- Human Services and I&R
 - Defining Resource Coordinator
 - Industry Standards
 - Resources
 - Becoming a Resource Coordinator
- 

Conclusion

- It is an industry that does exist
- Need to check other sources such as Charity Village for jobs
- You have the skills you need to do the job



Questions??



Thanks for Attending

Pam Casey, LIT, CTT+
Resource Coordinator
Kids Help Phone
pam.casey@kidshelpphone.ca