



July 3, 2024

Job Posting #: 02-2024_NCOH

INTERNAL & EXTERNAL JOB POSTING
NELSON COMMITTEE ON HOMELESSNESS (NCOH)
POSITION: COORDINATED ACCESS LEAD – NCOH
TEMPORARY PART TIME (21 HRS/WEEK)
Location: 205 Hall St., Nelson, BC

Job Summary: The Coordinated Access (CA) Lead position is an essential element of our community's efforts to prevent and end homelessness. Coordinated Access aims to connect people at risk of/or experiencing homelessness to the right housing and supports in as streamlined a way as possible based on their preferences and level of need. This position is both a member of the Nelson Committee on Homelessness (NCOH), a community-based team of individuals and organizations working together to address homelessness in Nelson, and an employee of Nelson CARES Society.

The CA Lead facilitates Nelson's Coordinated Access system and its ongoing evolution. By standardizing the intake and assessment processes, sharing information in real-time within our community, adopting uniform prioritization and coordinating referral processes. Items include:

- Database management and reporting for Nelson's By-Name-List
- Input and management of data into BC Housing's Homeless Individual and Families Information System (HIFIS)
- Facilitation of Coordinated Access Committees, including Coordinated Housing Access Team (CHAT), Coordinated Access for Supportive Housing (CASH – BC Housing Table), and Systems Table meetings
- Work closely with Lived Expertise Facilitators and Intake Workers at Door Agencies
- Support and participate in yearly enumerations and Point-in-Time homelessness counts
- Communication and program function
- Community engagement and capacity building.

This is a temporary part-time (21 hours per week), non-benefitted position ending March 31, 2025, with possible contract extension.

Duties and Responsibilities:

Database Management

- Maintain and update the offline and BC Housing HIFIS databases for tracking, including inflow and outflow of individuals and families, and outcomes related to referral and resource allocation.

- Support the further development of systems wide service procedures on data collection, storage and use for Coordinated Access.
- Assemble and distribute reports on outcomes and indicators to management, partners, and funders.
- Engage in ongoing quality assurance for the project.

Facilitation of Coordinated Access Committees

- Coordinate with partners agencies for housing placement and selection process.
- Support the ongoing meetings with partners involved in the front-line Coordinated Housing Access Team (CHAT) meetings, and the management-level Systems Table meetings.
- Send meeting invites and agendas on schedule before meetings.
- Ensure meetings are facilitated to strengthen the system and are action-oriented, stay on topic and on time. Decisions are made by consensus.

Teamwork

- Work closely with the CA Lived Expertise Facilitator to ensure that the input and feedback of a diversity of people with lived or living expertise of homelessness or being at-risk of homelessness are included in the implementation and ongoing evolution of the Coordinated Access system, in line with the philosophy of *“nothing about us without us”*.
- Work closely with the Door Agencies & Intake Workers to ensure they have the required knowledge and training to do intakes and submit the information, following all relevant protocols, including maintaining confidentiality.
- Work closely with members of the Coordinated Housing Access Team (CHAT) to help coordinate wrap around supports and resources to individuals on the By-Name-List, as well as to filter data and develop Priority Lists for vacancy matching and referral at CHAT meetings.

Communication and Program Function

- Support the ongoing development of guidelines, and materials that can be used to support the CA system.
- Develop forms and records to document project activities.
- Report and update on the Coordinated Access system for stakeholders, Nelson CARES Management and the NCOH. CAB.
- Ensure that the project deliverables are on time, within budget and at the required level of quality. Ensure all Reaching Home required elements for Coordinated Access are in place by March 2026.
- Engage in ongoing quality assurance for the project.

Community Engagement and Capacity Building

- Develop and maintain partnerships with stakeholders throughout Nelson area. Stakeholders include housing providers, housing resource providers, homelessness serving agencies, and allied government and community services including those who work on interconnected issues – food security, employment, harm reduction, mental health, legal advocacy, etc. – and with all the potential population groups – youth, indigenous peoples, seniors, women fleeing violence, gender diverse peoples, etc. (Not to replicate NCOH).
- Continue to educate stakeholders on Coordinated Access, By Name Lists, and other best practice responses to homelessness, including conducting presentations and/or organizing others to do so.
- Connect with other communities about their process of implementing Coordinated Access and a By Name List, to learn from their successes and challenges.

Job Skills and Abilities:

- *Technology proficiency:* Highly skilled in database management; Microsoft Office (Word, Excel, and PowerPoint email, and group meeting platforms). *This position is administrative heavy.*
- *Time Management:* Sets priorities, develops a work schedule, monitors progress towards goals, and tracks details, data, information, and activities.
- *Knowledge:* Of homelessness, housing, and allied community and government resources, and understanding of issues and associated dynamics.
- *Decision Making:* Uses sound judgement to make good decisions that are responsive to frequently and/or unanticipated changing information and situations. Understands the importance of confidentiality in the role.
- *Communication:* Excellent written and oral communication and interpersonal skills. Speaks, listens and writes in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- *Problem Solving:* Analyzes and solves problems by gathering and organizing relevant information to develop appropriate solutions seeking appropriate input. Strong organizational, analytical, and problem-solving skills with attention to detail.
- *Cultural Safety and Anti-oppression:* Understand the impacts of colonization and other injustices and one's own social location and power in relation to all of the project's stakeholders, including those with lived expertise of homelessness. Following the principle of 'nothing about us, without us.'
- *Housing First and Harm Reduction:* Understands and puts into practice Housing First and Harm Reduction principles.
- *Teamwork:* Readily shares information, knowledge, and personal strengths. Seeks to understand and build on differing perspectives of others to enhance system efficiency and quality outcomes.
- *Facilitation:* Ability to effectively run meetings to ensure active engagement, consensus decision making, a strengths-based focus, and adherence to topic and time.
- Ability to establish good working relationships with individuals with diverse abilities and backgrounds.

Qualifications:

1. Valid B.C. Driver's License
2. Clear Claims History and Driver's Abstract record
3. Satisfactory Criminal Record Check
4. Non Violent Crisis Intervention Certificate
5. First Aid
6. Naloxone Training

Education, Training, and Experience:

- Background/experience in data collection, research and community coordination are essential assets.
- Bachelor or Diploma in a relevant field – e.g. Psychology, Community Development, Human/Social Services, Public Administration, Project Management – or a combination of education, training and work experience.
- Additional training in Facilitation, Housing First, Harm Reduction, Anti-Racism, Anti-Oppression, Gender-Based Violence, Cultural Safety, Non-Violent Communication, Trauma-Informed Practice, Mental Health First Aid, or other relevant skills training would be an asset.
- Minimum 2 years' experience working in a related position, preferably in a community-based setting.
- Lived experience of homelessness and/or any of its interconnected issues, including experience using or navigating systems, will be seen as an asset.

Start Date: : **As soon as possible**
Hours per Week: : **21 hours per week**
Hours & Days of Work : **Monday to Friday / Hours to be determined**
Compensation : **\$29.15/hr (JES Wage Grid 12)**
Application Deadline : **Ongoing until filled**

Please e-mail a cover letter and current resume with e-mail addresses of three references to:

Human Resources

Email: recruitment@nelsoncares.ca

(Please quote position and job posting number on subject line)

Nelson CARES Society is an equal opportunity employer. Only short-listed external candidates will be contacted. All internal applicants will be contacted as to the status of their applications.