

1. Position No. 22222W, 80419, 80420, 81436, 81209, 81371, 81432, 22224E, 81130, 81226, 81508, 81551	2. Descriptive Working Title Access & Assessment Coordinator		3. Present Classification AO 3
4. Division Regional offices	5. Branch/section Operations	6. Proposed classification	Date February 2018 Revised April 2019
7. Position No. of Supervisor 80568, 81347, 81435, 81319	8. Descriptive Work Title of Supervisor Senior Manager, Coordinated Access & Assessment Coordinated Access and Assessment Manager		9. Classification of Supervisor Excluded Manager
10. Job Summary:			

The Access & Assessment Coordinator is responsible for implementing the Coordinated Access and Assessment initiative at the community level, working closely with community partners in housing the homeless, hard-to-house or those with multiple barriers in appropriate placements along the housing continuum.

11. Duties:

1. Participates with the Coordinated Access and Assessment Manager in working closely with homeless-serving system partners in the planning and implementation of the CAA initiative. Monitors community skills, assets, issues and needs, evaluates existing approaches and recommends new resources and options. Liaises with interested groups and individuals to set up new services and builds links and partnerships with agencies on an ongoing basis.
2. Conducts assessments of applicants through the Supported Housing Registry, utilizing the Vulnerability Assessment Tool (VAT) and expertise in mental health and addiction. Articulates and applies housing models, such as psycho-social rehabilitation principles and Housing First to ensure vulnerable individuals are appropriately placed in the Registry. Maintains records and client information through the Homelessness Individuals and Families Information System (HIFIS).
3. Facilitates the client matching and decision making for assigning specific programs and vacancies. Leads the local CAA allocation table to ensure the needs of an applicant/tenant are well matched to the levels of services provided in the building.
4. Coordinates and provides training to Non-Profit Providers and service providers including the regional Health Authority and various community partners regarding the VAT and other CAA processes, and facilitates building local capacity in ensuring the effective implementation of the CAA model. Works with stakeholders to deliver a schedule of training and events to improve coordination and service quality in the homeless serving sector. Maintains quality assurance amongst trained VAT assessors and ensures VAT interviews are conducted by qualified trained staff.
5. Responds to crises, such as closing of shelters and tent cities within the community. Works closely with community housing providers and agencies in finding shelter for the homeless in emergency situations.
6. Contributes to the development of protocols and processes of the CAA system. Recommends strategies that advance the CAA framework, respond to changes in the homeless sector, and support the general implementation of the Initiative.
7. Provides regular statistics and reports regarding VAT data and fill-rates on a weekly basis to help support CAA system capacity report and evaluation.
8. Performs other related duties that do not affect the nature of the job.

STAFFING CRITERIA

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4. Education		

- Bachelor degree in Social Work or related field
- Specialized training in psycho-social rehabilitation and Housing First principles

5. Knowledge and Skills

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- comprehensive knowledge of the different types of mental health and/or addiction housing models
 - good knowledge of BC Housing's programs and services relating to homelessness
 - good knowledge of current social issues including homelessness, mental illness and drug addiction, domestic violence, child protection and ageing
 - excellent knowledge and skills in psychosocial rehabilitation and Housing First principles
 - good knowledge of government and non-profit agencies in the community served, and the role of community health resources and other social services
 - good knowledge of signs and symptoms of common medical and psychiatric conditions
 - good knowledge of substance abuse and the different types of treatment programs for substance abuse
 - ability to present program information and provide training; confident in public speaking
 - excellent interpersonal skills and proven ability to develop positive working relationships with other agencies and service providers
 - excellent assessment and problem-solving skills
 - ability to provide consultation services, crisis intervention and initiate/coordinate referrals to external agencies for services
 - demonstrated ability to communicate effectively, both verbally and in writing
 - demonstrated ability to prepare assessment and consultation reports within established time frames
 - Proven strong project management skills with ability to multi-task and set priorities within tight timelines.
 - Proven ability to work independently and as part of a team
 - demonstrated skills in negotiation, mediation and conflict resolution skills
 - Intermediate level skills with computer applications and software including MS Office applications and Knowledge of complex database structures
 - Requires travel and to work periodic evenings; transportation arrangements must meet the operational requirements of the position. For positions outside of the Lower Mainland, extensive travel required. Valid BC Driver's License

6. Experience:	
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- Minimum 4 years progressively more complex and responsible work experience in community settings working with homeless populations or other diverse populations with complex social and or health care needs and/or behavioural issues
- experience working with a diverse population i.e. homeless population
- experience in delivering training programs
- experience in working collaboratively with a variety of community stakeholders;
- leadership experience at the community level with ability to mentor, coach and inspire staff is strongly preferred;
- preferably experienced in providing critical event stress management defusing services to individuals following a traumatic event

- experience with complex database structures
- experience working in a multidisciplinary environment

Or equivalent combination of education, training and experience acceptable to the employer.

7. Occupational Certification:	
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As a condition of initial and ongoing employment with BC Housing, the incumbent must maintain current registration with the appropriate professional certifying body relating to their credentials that is acceptable to the employer.