

1. Position No. 80134	2. Descriptive Working Title Priority Placement Coordinator		3. Present Classification Administrative Officer III
4. Department Lower Mainland Directly Managed	5. Branch/section Operations	6. Work Location Fully Onsite	Date Dec 2015 Revised September 2020; Oct 2021
7. Position No. of Supervisor 80532	8. Descriptive Work Title of Supervisor Housing & Health Services Manager		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Housing & Health Services Manager, the Priority Placement Coordinator provides assistance for women to enable them to maintain stable and affordable housing for themselves and their dependent children, within BC Housing's Priority Placement Program. He/She/They assesses the eligibility of referrals for placement within the program, provides crisis intervention and supportive counselling and works in consultation with BC Housing staff and tenants as required to address the needs and concerns of women in social housing.

11. Duties:
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1. Provides support for women before and during social housing through attending mutually agreed to regular meetings with women or groups of women to enable clients to maintain stable and affordable housing.
2. Facilitates client access to programs/services such as medical appointments, support groups and social programs by methods such as providing information and referrals, contacting relevant programs/services, assisting clients with processing forms, assisting with transportation requirements, accompanying clients to meetings as requested and advocating for clients with other government agencies and community service providers.
3. Establishes effective working relationships with related services (e.g., counselling programs, transition houses, safe homes and second stage housing, social services, the police, victim services, other outreach services, alcohol and drug services etc.) to identify and address the service needs of women.
4. Facilitates women's' understanding of their experiences and the emotional and psychological effects of the trauma of abuse or violence while respecting women's rights to their own values, beliefs, cultures, and choices.
5. Trains and provides orientation to BC Housing staff and other relevant service providers to promote an understanding of violence against women and the barriers facing women who have been abused. Creates and maintains a variety of resources to be used to support women fleeing domestic violence and abuse.
6. Coordinates care for clients in the Priority Placement Program using a supportive case management approach by methods such as applying case management principles, receiving program referrals from transition house and safe house programs, assessing and screening clients for the program based on established criteria, placing eligible clients in supported housing that is affordable and safe, working with clients in order to maintain individualized support plan, assisting clients with linkages to vocational, therapeutic, health-related, social and educational services as determined by the client, and providing crisis intervention and referrals to emergency services as required.
7. Liaises with BC Housing staff to address the needs and concerns of women in social housing, including domestic violence and/or safety concerns and conflicts with other tenants/site staff to ensure clients are adequately supported throughout their tenancy.
8. Assists clients in the development and utilization of individualized wellness plans which may involve financial related concerns/budgeting, mediating social conflict, assisting individuals with problem solving, and encouraging unit cleanliness and personal hygiene practices.

9. Participate in BC Housing meetings, committees, community team meetings, continuing education, conferences, and/or corporate initiatives by methods such as gathering relevant information, providing input, presenting relevant material, preparing program summary reports, acting as an advocate for the goals and objectives of the program, and promoting optimal support and availability for resources for clients.
10. Prepares and maintains client records by documenting client assessments, interventions, evaluations, modifications and client goals, charting client information, documenting significant events/unusual occurrences, noting referrals and preparing progress notes and reports in accordance with established standards, policies and procedures.
11. Engages in on-going program planning, development, evaluation and quality improvement activities that facilitates goal setting, problem solving, conflict resolution and collaboration by attending meetings and in-services, reviewing policies and procedures, revising existing or creating new program documentation, providing input/recommendations to the Housing & Health Services Manager and/or other team members regarding efficiency of processes/procedures relating to work duties with a view to ensuring streamlined, effective and client/family centered practices.
12. Sets measurable goals and objectives within a team environment, incorporating the vision and values of BC Housing by methods such as maintaining and updating own professional development in the area of practice, and developing a plan in collaboration with the Manager Women's Transition Housing & Supports, Executive Director, Supportive Housing Programs and Housing & Health Services Manager for professional development. Review progress to ensure that goals are achieved within established time frames.
13. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

## STAFFING CRITERIA

1. Position No. 80134	2. Descriptive Working Title Priority Placement Coordinator	3. Present Classification Administrative Officer III
4. Education, Training and Experience:		

- Bachelor's degree in psychology, counselling, social work, adult education or other relevant field.
- Considerable progressive experience working with diverse populations within the community, including women and children suffering from abuse and having experienced violence
- Or an equivalent combination of education, training and experience acceptable to the Employer.

5. Knowledge, Skills and Abilities:
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### Core Competencies:

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
- Sound knowledge of the power imbalances in our society that lead to women and children being exposed to abuse or violence.
  - Sound knowledge of the principles of counselling.
  - Sound knowledge of the effect and dynamics of abuse or domestic violence.
  - Sound knowledge of the links between trauma, substance use and mental health.
  - Sound knowledge of Housing Programs and Eligibility requirements.
  - Sound knowledge of affordable housing policies, programs and planning practices.
  - Sound knowledge of community development and housing management practices.
  - Sound knowledge of budgeting principles and financial management.
  - Sound knowledge of government and community agencies and the services they provide.
  - Working Knowledge of the Residential Tenancy Act and tenancy issues.
  - Working knowledge of the non-profit and co-operative housing sector.
  - Proficient in computer applications, including MS Office.
  - Strong public speaking and presentation skills.
  - Ability to initiate new programs, work independently, manage programs and make decisions.
  - Ability to develop and manage project plans that support departmental objectives.
  - Ability to research, interpret and apply policies, procedures, legislation, regulations and operating agreements.
  - Ability to problem solve and mediate/resolve conflict.
  - Ability to work with diverse populations.
  - Ability to develop partnerships with community agencies to provide a range of services and supports to vulnerable citizens and respond to community needs.
  - Must be willing to work evenings and weekends as required.
  - Must be able to travel occasionally outside of the Lower Mainland.
  - Must have a valid BC Driver's License and access to a reliable vehicle at all times.

6. Occupational Certification
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Criminal Record Check required.