

JOB DESCRIPTION

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1. Position No. 81651, 81653	2. Descriptive Working Title Temporary Housing Site Co-ordinator		3. Present Classification AO 1
4. Department Vancouver Island Region Interior Region	5. Branch/Section Operations	6. Work Location Telework Eligible	Date Aug 2020; Revised Mar 2022
7. Position No. of Supervisor 23009, 81346	8. Descriptive Work Title of Supervisor Coordinated Access & Assessment Manager (Vancouver Island Region) Supportive Housing Advisor (Interior Region)		9. Classification of Supervisor Excluded Mgmt
10. Job Summary:			

The Temporary Housing Site Co-ordinator is responsible for providing operational support to temporary housing and community spaces operated by BC Housing and/or Non-Profit Societies. He/She/They acts as a communication and resource liaison and aids with building strong collaborative relationships with site owners, site operators, the surrounding community, as well as other stakeholders connected to the housing projects providing guidance and support. The role assists with triaging potential issues, developing and implementing solutions, and coordinating the completion of regular operational duties at the various sites. The position also works with other internal teams to collaborate on more permanent housing solutions for individuals housed in the transition housing sites.

11. Duties:

1. Acts as a primary point of contact and resource liaison for the site owners, site operators, BC Housing, government agencies, other housing partners, and external contractors for assigned temporary housing sites and/or shelters. Establishes a regular presence at sites and ensures site operators have the necessary support and resources required to run and operate temporary shelters and/or housing.
2. Triages emerging issues, identifies possible strategies to mitigate and/or resolve a variety of operational, maintenance and administrative issues, escalating to the Manager and/or Regional Director as necessary. Implements solutions to ensure optimal functioning of temporary sites, engaging housing partners including contracted services as required. Reviews and oversees work performed by external contractors.
3. Follows established guidelines to conduct reviews to ensure that community partner-operated sites are meeting service delivery and contractual obligations. Notifies Manager of non-compliance or areas of concern.
4. Assists with the tracking, prioritizing, and coordination of the completion of regular operational duties at various temporary housing sites.
5. Performs a variety of administrative duties such as preparing meeting minutes, scheduling and assisting with proponent site visits, supporting with internal and external statistical collection, and recordkeeping. Recommends appropriate solutions to resolve administrative issues.
6. Facilitates communication between internal and external stakeholders, ensuring that all parties are apprised of issues and/or events that may impact regular operations of sites. Maintains appropriate documentation and provides status updates and statistics.
7. Provides feedback and recommendations regarding programs, policies and contracts, working in accordance with provincial requirements established by Housing Programs; updates databases and other records and prepares regular reports to assist in program delivery, contract management, program planning and evaluation.

8. Participates in community advisory meetings, assists in development and maintenance of governance and operating policies, budgeting, maintenance, administration, staffing, operational procedures, and contracted services.
9. Builds and maintains constructive and effective relationships and partnerships with site owners, site operators, surrounding communities, and other external stakeholders and special interest groups.
10. Works with Coordinated Access and Assessment (CAA) Team, housing operators, outreach workers and stakeholders to support the transition process as individuals move from temporary shelter and housing sites into long term housing.
11. Maintains a basic knowledge and understanding of BC Housing policy and procedures; various types of federal and provincial housing programs, their funding arrangements and parameters; and community and social issues impacting the delivery of housing, health and social services programs.
12. 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. 23009, 81346	2. Descriptive Working Title Temporary Housing Site Co-ordinator	3. Present Classification AO 1
4. Education, Training and Experience		

Diploma in public administration, social services, or other relevant discipline.

Sound experience in the delivery of social services and community-based programs.

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
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- Sound knowledge and understanding of BC Housing’s mandate, programs and policies in delivering social housing and social services to the vulnerable
 - Sound knowledge and understanding of the risks associated with housing vulnerable tenants and ability to work closely with service providers in mitigating risk and resolving issues
 - Sound knowledge and understanding of the philosophies, principles, practices and standards associated with the delivery of government social and regulatory programs by non-profit societies and contracted community service providers
 - Proficient in the use of MS Office (Word, Excel)
 - Effective consultative, facilitation, consensus building and conflict resolution skills
 - Effective verbal and written communication, presentation and interpersonal skills
 - Effective analytical, strategic thinking, problem-solving, and decision-making skills
 - Excellent organization, prioritization, coordination and multi-tasking skills in a fast paced and dynamic environment
 - Ability to analyze challenging and sensitive issues, balance diverse interests and facilitate the implementation of solutions
 - Ability to build successful and constructive relationships and partnerships, both externally and internally, and work effectively with a wide range of constituencies in a diverse community
 - Ability to work independently and in a team environment
 - Ability to make administrative and procedural decisions and judgments on sensitive, confidential issues
 - Ability to work evenings, weekends, and on-call as required
 - Valid BC Driver’s License and access to a reliable vehicle.

6. Occupational Certification	
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Criminal Record Check is required.