

1. Position No. Various Positions	2. Descriptive Working Title Access & Assessment Coordinator		3. Present Classification AO 3
4. Branch Operations	5. Department Regional offices	6. Work Location Hybrid – Site Central	Date February 2018 Revised Sept 2020; Aug 2021, Nov 2022
7. Position No. of Supervisor 80568, 81347, 81847, 81319, 81958	8. Descriptive Work Title of Supervisor Senior Manager, Coordinated Access & Assessment Coordinated Access and Assessment Manager		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the Senior Manager, Coordinated Access & Assessment or Coordinated Access and Assessment Manager, the Access & Assessment Coordinator leads the planning and implementation of the Coordinated Access and Assessment (CAA) 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. He/she/they conducts assessments of applicants through the Supported Housing Registry, assigns applicants to specific programs and vacancies and works with a variety of stakeholders to improve coordination and service quality in the homeless serving sector.

11. Duties:	<b>The scope of duties performed may differ depending on region and business needs.</b>
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1. Participates with the Manager or Supervisor in working closely with homeless-serving system partners in the planning and implementation of the Coordinated Access and Assessment (CAA) initiative. Monitors community skills, assets, issues and needs, evaluates existing approaches and recommends new resources and options. Liaises with interested groups 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 practices 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 process and assigns applicants to specific programs and vacancies. Leads the local CAA allocation table to ensure the needs of the applicant/tenant are well matched to the levels of services provided in the building.
4. Works in partnership with Non-Profit providers, building managers, and other relevant stakeholders in managing housing allocations, resolving issues and coordinating tenant move-ins and move-outs. Provides ongoing support to Non-Profit providers in the operation of housing buildings, including managing evictions, facilitating community engagement and providing referrals to shelters and other housing options.
5. 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.
6. Supports BC Housing's 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.
7. Contributes to the development of new and existing 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.

8. Provides regular statistics and reports regarding VAT data and fill-rates on a weekly basis to help support CAA system capacity reporting and evaluation.
9. 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

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4. Education, Training and Experience:		

Bachelor's degree in social work or other relevant field.

Considerable progressive experience in community settings, working with homeless populations or other diverse populations with complex social and/or health care needs and/or behavioural issues.

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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- Considerable knowledge of the different types of mental health and/or addiction housing models.
  - Sound knowledge of current social issues including homelessness, mental illness, drug addiction, domestic violence, child protection and ageing.
  - Considerable knowledge and skills in psychosocial rehabilitation and Housing First practices.
  - Sound knowledge of government and non-profit agencies in the community served, and the role of community health resources and other social services.
  - Sound knowledge of the signs and symptoms of common medical and psychiatric conditions, substance abuse and the different types of treatment programs for substance abuse.
  - Excellent skills with computer applications and software including MS Office applications and knowledge of complex database structures.
  - Strong negotiation, mediation and conflict resolution skills.
  - Excellent interpersonal skills and proven ability to develop positive working relationships with other agencies and services providers.
  - Strong project management skills with the ability to multi-task and set priorities within tight timelines.
  - Excellent analytical and problem-solving skills.
  - Ability to learn and understand BC Housing's programs and services relating to homelessness.
  - Ability to communicate effectively, both verbally and in writing; ability to present program information, deliver training programs and work collaboratively with a variety of community stakeholders.
  - Ability to provide critical event stress management and defusing services to individuals following a traumatic event.
  - Ability to provide consultation services, crisis intervention and initiate/coordinate referrals to external agencies for services.
  - Ability to work in a multidisciplinary environment; proven ability to work independently and as part of a team.
  - Ability to 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. 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.

Criminal Record Check required.