

1. Position No. Various Positions	2. Descriptive Working Title Coordinated Access & Assessment Manager		3. Present Classification Excluded Mgmt
4. Branch Operations	5. Department Vancouver Island North Region Interior Region Lower Mainland Directly Managed	6. Work Location Hybrid – Site Central	Date: Revised: Oct 2020; Rev Jan 2022
7. Position No. of Supervisor 23009, 23010, 23011, 80568	8. Descriptive Work Title of Supervisor Regional Director, Vancouver Island Regional Director, North Regional Director, Interior Senior Manager, Coordinated Access & Assessment		9. Classification of Supervisor Excluded Mgmt

**POSITION SUMMARY**

The Coordinated Access & Assessment Manager is responsible for the implementation and ongoing oversight of the Coordinated Access and Assessment initiative within the region or assigned area of the province by providing collaborative leadership to multiple community partners and stakeholders in housing individuals who are homeless or experiencing chronic homelessness and those with multiple barriers in appropriate placements along the housing continuum. He/she/they provide leadership and advice as a resource for all partners involved in providing services and housing to a vulnerable population in multiple communities within the region/area, with a focus on supportive housing programs.

**MAJOR RESPONSIBILITIES**

1. Leads the implementation of the Coordinated Access and Assessment (CAA) initiative for the region/assigned area of the province. Develops and implements strategies that advance the CAA framework, and tailors the model as appropriate in response to changes in the homeless sector and the needs of the communities served.
2. Builds and facilitates engagement of homelessness-serving system partners and works collaboratively in the planning and implementation of the CAA initiative. Assesses regional and community skills, assets, issues and needs, evaluates existing approaches and identifies new resources and options in dialogue with each community. Liaises with interested groups and individuals to set up new services, and builds links and partnerships with agencies on an ongoing basis
3. Manages the assessment of applicants for the Supported Housing Registry through the proper application of assessment tools. Ensures interviews are conducted by qualified trained staff and outreach workers from the community, Non Profits and Health Authorities, and maintains quality assurance amongst trained assessors. Chairs meetings with partners and stakeholders in selecting applicants for housing.
4. Identifies and manages the coordination and delivery of training for using assessment tools and other CAA processes. Facilitates building local capacity of the non-profit sector, regional health authorities and other community agencies 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 homelessness-serving sector.

5. Participates as a part of the regional team to negotiate and coordinate access to social housing stock operated by Non-Profit partners and funded by BC Housing. Collaborates with other stakeholders such as Health Authorities and Municipalities on accessing additional housing stock. Promotes to non-profits in using CAA to fill vacancies. Manages vacancies through the use of an information system.
6. Supports BC Housing's response 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 and provides or arranges for critical event stress management defusing services.
7. Manages the administration of the CAA, ensuring policies, practices, systems and tools are maintained and updated in serving the needs of the region/area while meeting the mandate of the CAA Initiative. Produces reports for internal use and for regional partners and stakeholders.
8. Provides ongoing evaluation of the CAA process and the assessment tool and contributes to and supports the development of protocols and processes of the CAA system, ensuring effective and efficient operation of the model. Gathers feedback from users and community partners and provides recommendations for improvement.
9. Supervises the work of staff in accomplishing the business activities of the program area. Creates a supportive and progressive environment, coaches, trains and ensures staff are provided with information necessary to perform their assigned duties. Completes performance evaluations, addresses performance issues, and takes disciplinary action, which may include suspension and the recommendation for termination. Plays a key role in recruitment activities, including hiring, promotion and demotion decisions, and recommends compensation activities of staff. Resolves grievances up to the second stage of the process. May contribute and participate on the negotiating committee as a management representative. Manages resources required to fulfill operational requirements, develops staffing plan, and recommends staffing levels to accomplish goals.
10. Participates as a member of the management team in determining the strategic direction of the Region's programs and advising on change management initiatives. Provides advice, input and recommendations to support the enhancement and improvement of BC Housing, Operations Branch and the Region's programs and service delivery.
11. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

## **ORGANIZATION**

The Coordinated Access & Assessment Manager reports to the Regional Director or Senior Manager, Coordinated Access & Assessment.

The position supervises a team of staff, including excluded and/or bargaining unit employees.

## **QUALIFICATIONS**

### **Education, Experience and Occupational Certification**

Undergraduate degree in Public Administration, Business Administration, Social Work, Community Planning or other relevant discipline, including university level courses in social service delivery, business/partnership development and community relations

Considerable experience at the community level in building relationships and providing leadership to partners and stakeholders in housing the homeless or other diverse populations with complex social, health care and/or behavioural issues. Considerable experience in leading the implementation of housing related programs, identifying training needs and providing oversight to regional and stakeholder resources supporting program operation/delivery.

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

## Knowledge, Skills and Abilities

### Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

### Leadership Competencies

- Alignment & Results
- Team Development
- Relationship Building

- Considerable knowledge of the different types of mental health and/or addiction housing models
- Sound knowledge of BC Housing's programs and services relating to homelessness
- Sound knowledge of current social issues including homelessness, mental illness and drug addiction, domestic violence, child protection and ageing
- Sound knowledge and awareness of Housing First principles
- Sound knowledge of government and non-profit agencies in the communities served, and the role of community health resources and other social services
- Effective negotiation, conflict resolution, problem solving and consensus building skills
- Effective planning, organizational and time management skills
- Effective leadership, communication and interpersonal skills
- Ability to establish and maintain constructive working relationships with housing providers, service providers, sector organizations, community groups, and government agencies and provide leadership in the resolution of issues
- Ability to effectively learn and provide training on related assessment tools and program policies
- Ability to effectively present program information, deliver training and provide consultation services and crisis intervention
- Ability to independently plan, organize, and adapt to a changing workload
- Ability to lead, coach and motivate staff in a team setting.
- Proficient in the use of computer applications and software including MS Office (Word, Excel, PowerPoint)
- Ability to travel and work periodic evenings. For positions outside of the Lower Mainland, extensive travel required. Valid BC Driver's License.
- A criminal record check is required.