



JOB DESCRIPTION

JOB TITLE	Coordinated Access Nipissing (CAN) Community Coordinator
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Homelessness Program Supervisor
EFFECTIVE DATE	December 2024
SALARY	Band 4

JOB SUMMARY

Under the supervision of the Homelessness Program Supervisor, the Coordinated Access Nipissing (CAN) Community Coordinator is responsible for providing support for the implementation, maintenance and growth of Coordinated Access Nipissing (CAN). This includes, but is not limited to, working directly with CAN partner agencies to ensure contractual compliance and recruiting new CAN partner agencies.

In collaboration with the HIFIS Data Coordinator and the Housing and Homelessness Planner Analyst, this position is responsible for implementing District-wide, data-driven processes and protocols developed and defined through outcome-based methodologies. This includes coordinating the design, development, and implementation of change management processes to ensure effective adoption and integration of changes required for the successful systemic integration of Coordinated Access.

This position will be creative and adaptable, working with internal and external stakeholders to develop, maintain and support Coordinated Access Nipissing. The position will also require strong attention to detail and an excellent working knowledge of change management and Coordinated Access methodology and objectives.

The position operates in compliance with legislation, policy, procedures and standards set by the Province, the Federal Government and DNSSAB. Furthermore, this position will support and assist with the development of mechanisms that further promote service system integration.

JOB DUTIES AND RESPONSIBILITIES

- Ensure compliance with all Federal and Provincial directives and obligations pertaining to Coordinated Access, including those that require community consultation and input;
- Facilitate the design, development and implementation of the CAN resource prioritization process, including the cross-sectoral recruitment of resources from agencies and services outside of CAN;
- Facilitate the creation and communication of templates and effective user guides for all Coordinated Access Nipissing's processes as required;
- Facilitate, in collaboration with the Housing and Homelessness Planner Analyst and HIFIS

- Data Coordinator and with Community engagement and input, the completion of all Reaching Home reporting and planning documents;
- Organize and Facilitate CAN Executive, Built For Zero Nipissing (BFZN) and other CAN planning meetings as required, including setting agendas, ensuring minutes, motions and notifications are created and shared consistently and monitoring engagement and commitment of Community Partner Agencies.
 - Assist in the development and ongoing monitoring of housing and homelessness planning documents and maintain the currentness and accuracy of all documents and reports pertaining to CAN in collaboration with the Housing and Homelessness Planner Analyst and HIFIS Data Coordinator
 - Provide reports to the DNSSAB Management Team as required;
 - Act as the lead CAN representative with:
 - Federal and Provincial funders to maintain compliance pertaining to Coordinated Access, the By Name List and associated reporting requirements;
 - Community partners, stakeholders, and other DNSSAB departments. in support of various CAN-related projects, planning and data collection;
 - Built for Zero, and the Canadian Alliance to End Homelessness, including attendance at Learning Sessions, Conferences and Communities of Practice as required;
 - The CAN Team, CAN Executive and the Nipissing District Housing and Homelessness Partnership (Community Advisory Board) and provide reports and data as requested;
 - Provide guidance and support to the development and use of an inter-agency, inter-professional and cross-sectoral integrated Coordinated Access System;
 - Ensure planning is collaborative by facilitating the coming together of relevant providers from appropriate sectors, to develop and maintain CAN;
 - Maintain a current comprehensive knowledge base of the system and resources across sectors to assist in system navigation and resource prioritization;
 - Provide Quality Improvement recommendations for the training of internal staff and service providers on CAN processes and reporting requirements and the Homeless Individuals and Families Information Systems (HIFIS);
 - Deliver presentations to diverse audiences and provide written reports as required;
 - Follow guidelines for ethical statistical practice and adhere to privacy and confidentiality Standards;
 - Bring any concerns affecting CAN to the Homelessness Program Supervisor's attention and make recommendations for suitable remedies.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Successful completion of a University Degree or Diploma in Social Services, Social Planning or Business Administration with experience in quality improvement, change management and community development activities.
- Minimum two (2) years' experience within the homelessness service sector with knowledge of applicable legislation, standards and theories of homelessness and housing;
- Demonstrated experience with Homelessness Management Information Systems (HMIS), preferably the Homeless Individuals and Families Information System (HIFIS), is a strong asset
- Experience in homelessness advocacy and community development would be considered an asset;
- An understanding of both qualitative and quantitative research methods and analysis.
- Proficiency in Excel with advanced spreadsheet skills, MS Word, and PowerPoint;
- Working knowledge of Zoom, MS SharePoint, and Zoho considered an asset;
- Excellent interpersonal and written and oral communication skills
- Excellent presentation, organizational, time management, analytical, problem-solving,

- decision-making skills; and able respond to issues using sound judgment;
- Experience negotiating effective and sustainable community partnerships
- Excellent presentation, organizational, time management, analytical, problem-solving, decision-making skills; and able respond to issues using sound judgment;
- Self-motivated and has a demonstrated ability to set priorities and handle multiple tasks simultaneously
- Ability to work in a stressful, fast-paced and constantly changing environment;
- Demonstrate a high level of attention to detail, accuracy and precision in work processes;
- Ability to be flexible to adapt to changing work requirements;
- Excellent time management skills and the ability to work independently;
- Ability to work independently as well as in a team
- Comfortable working in non-standardized work environments and outside regular business hours;
- Demonstrate respect of the confidentiality of privileged and sensitive information and/or data
- Ability to travel throughout the Nipissing District and neighbouring districts for work related purposes;
- A valid Ontario Driver's License and a vehicle available for use on the job;
- Ability to communicate in both official languages is considered to be an asset.