

JOB DESCRIPTION

BCGEU

1. Position No. Various Positions	2. Descriptive Working Title Access & Assessment Administrator		3. Present Classification AO III
4. Branch Operations	5. Department Regional Offices	6. Work Location Hybrid – Site Central	Date February 2018 Revised Sep 2020; Dec 2022; Oct 2023
7. Position No. of Supervisor 81847, 81435, 81347, 81685, 81319, 81958	8. Descriptive Work Title of Supervisor Coordinated Access and Assessment Manager		9. Classification of Supervisor Excluded Management
10. Job Summary:			

Reporting to the assigned Coordinated Access and Assessment Manager, the Access & Assessment Administrator participates in the planning and development of various Homelessness and Supportive Housing Programs in the assigned region and coordinates the implementation of assigned programs and projects, including consulting with stakeholders and service providers. He/She/They coordinates outreach services and tenant relocation for assigned projects and administers the Coordinated Access and Assessment (CAA) system within the assigned region to provide a common assessment and a single point of entry for people who are experiencing homelessness. The position develops strong relationships with Operations staff, Non-Profit partners, community agencies, government departments, health authorities and tenant groups to plan, develop, implement, and evaluate assigned projects and initiatives.

11. Duties:	The scope of duties performed may differ depending on region and business needs.
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1. Participates in the planning and development of various new and revised Homelessness and Supportive Housing tenant initiatives in the assigned region and coordinates the implementation of assigned programs/projects. Consults with stakeholders and service providers, and reports the work of contractors. Evaluates program performance and provides recommendations for improvement.
2. Monitors and supports tenant relocation for assigned programs and projects. Coordinates tenant moves, performs tenant engagement activities, tracks and monitors resulting vacancies, and monitors and supports provider plans for tenant community integration.
3. Plans, develops, implements and evaluates system initiatives in administering the Coordinated Access and Assessment (CAA) program within the assigned region:
 - Coordinates the initiation, promotion, on-going delivery, evaluation, re-design and administration of the CAA system including managing vacancies, supporting tenant relocation including people exiting homelessness, and moving from shelter to housing, providing support to Non-Profit (NP) partners to ensure units are ready to rent, and where required, and in conjunction with Manager, conducting assessment using the Vulnerability Assessment Tool (VAT) and assisting with assigning service levels.
 - Provides regular and timely reports on client service delivery, vacancies and room readiness to management and relevant stakeholders. Maintains and manages data on vacancies and client information, working closely with BCH's Homelessness Programs teams and Research Department as required.
 - Seeks out opportunities to partner with other agencies and maximize resources for the benefit of improving coordination amongst housing providers and homeless service providers to streamline and integrate the process for access into housing.
 - Collaborates with stakeholders to ensure that the CAA system will increase the quality of life for vulnerable clients with complex social and health needs and assists NP partners to support clients to maximize their independence and self-sufficiency.

- Organizes tenant-led initiatives with NP partners to foster healthy building tenant mix and CAA buy-in.
 - Participates in cross-organization CAA communities of practice, to apply best practice and organizational standards for: resource materials such as the Tenant Satisfaction Surveys, recommends new directions for programs that support those most vulnerable in supportive housing communities, including frail seniors, people with disabilities, people battling addictions, people with mental health issues, the working poor and those with multiple barriers.
 - Works with the operations managers, regional directors and other BC Housing staff to resource/implement requested programs for CAA development.
4. Supports BC Housing's response to encampments and preventing homelessness. Works closely with local community housing and homelessness service providers, local governments, and other government agencies to support encampment response planning and implementation.
 5. Supports BC Housing's response to crises, such as closing of shelters or supportive housing within the community. Works closely with community housing providers and agencies in finding shelter for the homeless in emergency situations.
 6. Collaborates with Operations departments and other BC Housing branches in the development of start-up processes for the initiation of new housing and shelter programs to ensure a smooth transition from development to operations. Tracks processes to ensure timely completion and monitors program outcomes.
 7. Works in partnership with Non-Profits, community agencies, government departments, health authorities and tenant groups to maintain and evaluate existing services and programs and support new initiatives such as outreach programs.
 8. Provides program information, statistics, quarterly reports and collaborates on housing and homelessness initiatives as required.
 9. Maintains appropriate documentation, including electronic support systems, monitors agreements and evaluates reports.
 10. Monitors the use and lifecycles of physical assets and property (community spaces) related to CAA, including coordinating space usage at sites, establishing criteria and procedures for fair and safe usage and clean-up of common areas, contributing to physical environment planning and improvements, and monitoring the condition of activity equipment and supplies to determine budget requirements for maintenance, repair and replacement.

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. Various Positions	2. Descriptive Working Title Access & Assessment Administrator	3. Present Classification AO III
4. Education, Training and Experience:		

Bachelor's degree in community development, social sciences or other relevant field.

Considerable experience in working with a diverse tenant base, Non-Profit agencies, and homeless service organizations with a focus on delivering support systems for vulnerable individuals and addressing community demands.

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 of current social issues such as homelessness, mental illness, drug addiction, domestic violence, child protection and ageing.
 - Considerable knowledge and understanding of the principles and processes of streamlining and integrating access into housing
 - Considerable knowledge and understanding of housing models such as Housing First, and Psycho-Social Rehabilitation.
 - Sound knowledge and understanding of the role of non-profit societies and other community organizations in providing safe housing for vulnerable people.
 - Strong negotiation, mediation and conflict resolution skills.
 - Excellent analytical and problem-solving skills.
 - Excellent skills with computer applications and software including the CAA System, MS Word, Excel, PowerPoint, and Outlook.
 - Ability to learn and understand BC Housing's housing policies and programs and housing management practices.
 - Ability to seek out opportunities to partner with non-profit housing providers and other agencies and maximize resources for the benefit of improving coordination for access into housing.
 - Ability to develop presentations and workshops with confidence in public speaking.
 - Ability to provide support to analyze, negotiate and manage contracts and budgets
 - Ability to summarize and explain the value and workings of housing programs.
 - Ability to organize and coordinate the administration of programs and projects by managing data collection and reporting processes.
 - Ability to travel and to work periodic evenings and weekends; transportation arrangements must meet the operational requirements of the position.

6. Occupational Certification:	
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Criminal Record Check required.