

Job Title: Coordinator, 20,000 Homes Campaign
Reports to: Director 20,000 Homes Campaign
Employee type: Full-time, 37.5 hours per week

The Canadian Alliance to End Homelessness

The Canadian Alliance to End Homelessness (CAEH) leads a national movement of individuals, organizations and communities working together to end homelessness in Canada. The CAEH works toward a Canada without homelessness. We do it by helping communities and governments across the country apply proven approaches to transform programs, policies and systems toward the goal of ending homelessness.

CAEH holds the following core values:

- We believe ending homelessness is possible
- We believe in the Right to Housing
- We are resolutely and solely focused on our mission to end homelessness
- We act in service to all Canadians at risk of or experiencing homelessness
- We have a bias for action
- We will fail forward
- We believe that there is hope and opportunity
- We will act with integrity
- We are committed to equity, diversity and inclusion
- We seek to be leaders in Reconciliation with Indigenous Peoples

The 20,000 Homes Campaign

The [20,000 Homes Campaign](#) a national change movement focused on ending chronic homelessness in 20 communities and housing 20,000 of Canada's most vulnerable homeless people by July 1, 2020. 20KHomes has 44 communities who have signed up which the 20,000 Homes Campaign Team will support through a structured process over 2018-2020 to work towards [functional zero on chronic homelessness](#). This movement will transform Canada's response to homelessness by: mobilizing Canadian citizens, communities and governments to act; by getting results that prove homelessness is solvable; and, by putting in place systems proven to prevent and end homelessness.

The position

Reporting to the Director of the 20,000 Homes Campaign, the Coordinator is an entrepreneurial, results oriented team player dedicated to ending homelessness in Canada. The Coordinator is committed to the success of the 20KHomes campaign with an interest in continuous innovation and improvement. The Coordinator serves as the event planner for the 20KHomes Collaborative Learning Sessions (currently taking place three times per year and involving approximately 25 communities including 150 people) and provides overall administration and coordination support for the Campaign team.

The Coordinator will be highly organized with a strong work ethic, strong attention to detail and a demonstrated flexibility in organizing and undertaking work; show a high degree of initiative, independence, discernment, creativity and resourcefulness; exhibit excellent communication and relational skills; be focused on delivering a high-quality product and customer satisfaction; and demonstrate thoughtfulness and intelligence in decision making.

This position is part of a tight-knit team working in a virtual office environment.

Qualifications

- Passion for ending homelessness, a belief its possible, and a sense of urgency to get there.
- Bachelor's degree or equivalent.
- Three to five years previous work experience in an administrative, event planning, project management, and/or supervisory role.
- Experience working with budgets, accounting, and contract related duties is an asset.
- Demonstrated ability to develop and/or implement office policies and procedures as they relate to administrative, financial and staffing matters.
- Highly organized and ability to work independently in a virtual office setting and self-manage to achieve aggressive goals while being a strong team player.
- The ability to cope with and embrace change, risk, ambiguity and uncertainty.
- Receives and relays criticism constructively; comfortable managing conflict and disagreement to a productive conclusion.
- Demonstrates sound judgement including the ability to identify, analyze and solve problems independently;
- Customer service oriented with a demonstrated ability to establish effective working relationships with staff, senior management and external contacts.
- Excellent verbal and written communication skills.
- Bilingual, English and French, both oral and writing skills is an asset.
- Technologically adept.
- Willingness to embrace and actively support the unique culture and values of the Canadian Alliance to End Homelessness.

Defining Success for this Position:

- Effective execution of logistics for Learning Sessions – largely positive feedback from communities and team.
- Reports into funders – complete and on-time
- Team files, communication, meetings, administration and HR functions are operating effectively so that the team can function at an optimal level.

Essential Duties and Responsibilities

- Participate in strategic planning and implementation for the 20,000 Homes Campaign and Canadian Collaborative, with a commitment to iteration and improvement.
- Event plan and/or liaise with event planners to deliver the logistics components of the 20KHomes Collaborative Learning Sessions
- Provide project management and planning support for the development of the Learning Session agenda and session content
- Develop and implement a method to register and track Learning Session participation
- Coordinate communication to engage communities before Learning Sessions
- Project manage improvement work around the execution of the 20KHomes Collaborative: capture lessons learned, document and track improvement efforts through After-Action Reviews
- Project manage tasks related to onboarding and/or offboarding communities to the Collaborative
- Provide logistical and planning support for internal and external meetings
- Source, support implementation, and maintain an infrastructure of Customer Relation Management (CRM) software across the team to manage and update contacts and community and partner communication across the team.
- Track and facilitate reporting to funders for the 20,000 Homes Campaign
- Collect and review monthly expense claims for the Campaign team before providing them to the Executive Assistant for final review and processing.
- Develop and maintain a shared organizational structure for all internal and external documents and material with periodic cleaning or reorganization of shared documents/folders.

- Provide coordination of logistics when hiring and onboarding new staff. Assist with scheduling screening interviews. Coordinate and schedule onboarding meetings and activities.
- Provide administrative support and assist in content development on various team projects.
- Other duties and special projects, as assigned, to advance the efforts of 20KHomes and CAEH.

Software Applications Used

- Microsoft 365
- Microsoft Office
- Customer Relation Management (CRM) – to be determined
- Internet browsers
- GoTo Webinars/Meetings
- Survey Monkey
- Social media software and applications
- Quick Books

Work Environment, Salary and Travel

- This position can be located anywhere in Canada with preference for a location that is easily accessible to an international airport.
- This position requires the ability to work from a virtual/home office location without the standard support available at a business office.
- A significant amount of travel is needed in this role and the successful candidate should expect to travel 7 to 10 days per month on average.
- The salary range for this position is \$45,000-65,000 annually (with an additional 10% in lieu of benefits) and will be based on experience.