

Job Title: Improvement Advisor, 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, an Improvement Advisor (IA) is an entrepreneurial, results oriented leader dedicated to ending homelessness in Canada. The IA is committed to the structured process of the 20KHomes campaign with an interest in continuous improvement and innovation. The IA is a skilled coach/facilitator with expertise in at least one relevant content area including: By-Name Lists, Coordinated Access, Housing First, Housing Focused Shelter, Diversion, Progressive Engagement, and at least one problem-solving competency including: Systems Design, Data Analytics, Quality Improvement, Goal-Oriented Facilitation and/or Human Centered Design. The IA will be responsible for directly coaching communities through the 20KHomes milestones using a data-driven approach that emphasizes the iterative deployment of these key problem-solving skills over fixed technical solutions, and for helping to design and deliver Learning Sessions and Actions Cycles as part of a 20KHomes Collaborative. Improvement Advisors work independently from a home office and are expected to travel regularly to meet with Campaign communities, the CAEH and 20KHomes team.

The IA will demonstrate 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; demonstrate thoughtfulness and intelligence in decision making; and, has a single-minded focus on outcomes for ending homelessness.

Improvement Advisors work in a tight-knit team that includes data, administration and communications support.

Qualifications

- Passion for ending homelessness, a belief its possible, and a sense of urgency to get there.
- Bachelor's degree or equivalent.
- Five to ten years previous work experience in a professional environment.
- Content knowledge on housing and homelessness, best practices, and local systems design.
- Familiarity with Registry Weeks, By-Names Lists, and Coordinated Access programs along with the Model for Improvement and insight into how it can be used to drive improvements toward ending homelessness is preferred.
- Expertise in at least one problem-solving competency, including Goal-Oriented Facilitation, Data Analytics, Quality Improvement or Human-Centered Design
- Comfort with systems and macro-level thinking.
- Experience with facilitation, public speaking, and coaching for improvement.
- Ability to manage projects in a fast paced, virtual team environment toward aggressive timelines and
- The ability to cope with and embrace change, risk, ambiguity and uncertainty.
- Ability to work independently in a virtual office setting and self-manage to achieve aggressive goals while being a strong team player.
- Technologically adept.
- Excellent verbal and written communication skills
- Bilingual, English and French, both oral and writing skills is an asset.
- Strong negotiation, mediation and listening skills.
- Receives and relays criticism constructively; comfortable managing conflict and disagreement to a productive conclusion.
- Willingness to embrace and actively support the unique culture and values of the Canadian Alliance to End Homelessness.

Defining Success for this Position:

- All 20KHomes communities have the improvement framework they need to test and refine new ideas with a goal of driving measurable reductions in homelessness.
- 20KHomes communities report being able to contact and receive timely feedback and relevant support from their primary Improvement Advisor.

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.
- Using Quality Improvement methods and tools, coach and consult with targeted communities to achieve improvements specific to reducing the number of individuals experiencing chronic homelessness month to month, improving the trajectory toward reaching functional zero.
- Serve as a confident and commanding facilitator, providing content expertise during national and community based technical assistance events.
- Use data to develop, test, implement and spread changes that will support communities in reducing the number of individuals experiencing chronic and veteran homelessness month to month, improving the trajectory toward reaching functional zero.
- Engage staff, community leaders and strategic partners to provide input and to support the design of 20,000 Homes Campaign tools and methods when applicable.
- Assess improvement education and training needs of low performing communities; develop appropriate strategies, implement support plans, monitor outcomes and improvements.
- Train and support communities to use data to drive performance specific to their local efforts to end homelessness.
- Produce, support, and participate in 20,000 Homes Campaign webinars as needed.
- Capture learning and best practice from high performing communities as a strategy for scale.

Other Duties:

- Serve as backup to the other Improvement Advisor(s) on calls, meetings, and training as needed.
- As a representative of the Canadian Alliance to End Homelessness, present on 20,000 Homes Campaign learning, methods and/or outcomes and at conferences, workshops, convenings, etc.
- Other duties and special projects, as assigned, to advance the efforts of 20KHomes and CAEH.

Software Applications Used

- Microsoft 365
- Microsoft Office
- Google Business Apps
- Tableau
- Internet browsers
- Collaborative Customer Service Software TBD
- GoTo Webinars/Meetings
- Survey Monkey
- Social media software and applications

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 \$70,000-90,000 annually (with an additional 10% in lieu of benefits) and will be based on experience.