

Job Title: Improvement Advisor, Built for Zero Canada
Reports to: Director, Built for Zero Canada
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

Built for Zero Canada

[Built for Zero Canada](#) (BFZ-C) is an ambitious national change effort helping a core group of leading communities end chronic homelessness - a first step on the path to eliminating all homelessness in Canada. BFZ-C currently includes 33 participating communities from seven provinces and one territory working towards [functional zero chronic homeless](#). The Built for Zero Canada team supports communities through a structured improvement and peer learning process. 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 Built for Zero Canada, 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 BFZ-C 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 a specific caseload of communities (virtually and in-person) through the BFZ-C milestones using a data-driven approach that emphasizes the iterative deployment of these key problem-solving skills over fixed technical solutions. The IA may also have a strategic focus area (e.g., rural/remote, veterans) for which they take the lead in supporting communities and/or the BFZ-C team. The IA is also responsible for helping to design and deliver Learning Sessions and Actions Cycles. The IA works independently from a home office and is expected to travel regularly to meet with BFZ-C communities and attend team and other meetings.

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.

IAs 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
- 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 CAEH.

Defining Success for this Position:

- All BFZ-C communities have the improvement framework they need to test and refine new ideas and use data for driving measurable reductions and a functional end to homelessness.
- BFZ-C Improvement Advisors act as coaches to support communities to build capacity and skills to move towards achieving functional zero.
- BFZ-C communities report being able to contact and receive timely feedback and relevant support from their primary Improvement Advisor.

Essential Duties and Responsibilities

- Participate in BFZ-C and CAEH strategic planning and implementation, 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 and technical assistance during national and community-based events (e.g., coaching calls, webinars, learning sessions, presentations).
- Use data to develop, test, implement and spread changes that will support communities in reducing the number of individuals experiencing homelessness month to month, improving the trajectory toward reaching functional zero.
- Engage staff, community leaders and strategic partners in BFZ-C processes and in providing input in the design of BFZ-C tools and methods.
- Assess improvement education and training needs of participating communities; develop appropriate strategies, implement support plans, monitor outcomes and improvements.
- Capture learning and best practice from high performing communities as a strategy for scale.
- Train and support communities to use data to drive performance specific to their local efforts to end homelessness.

- Design and facilitate Learning Sessions and community on-site meetings as needed.
- Produce, support, and participate in BFZ-C webinars/group calls as needed.

Other Duties:

- Serve as backup to the other IA(s) on calls, meetings, and training as needed.
- As a representative CAEH, present on BFZ-C learning, methods and/or outcomes and at conferences, workshops, convenings, etc.
- Other duties and special projects, as assigned, to advance the efforts of BFZ-C and CAEH.

Software Applications Used

- Microsoft 365
- Microsoft Office
- Google Business Apps
- Tableau
- Internet browsers
- Collaborative Customer Service Software TBD
- Zoom
- Survey Monkey
- Sign-Up Genius
- 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.

Information to Apply

- Please send your cover letter and resume to Marie Morrison, Director of Built for Zero Canada at marie@caeh.ca
- Deadline to apply is September 18, 2019

Please note: only selected applicants will be contacted for interviews.