

## ***CAEH Training and Technical Assistance Program: Coordinated Access Trainer***

### **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 including Housing First and plans to end homelessness 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 Reconciliations with Indigenous Peoples

### **The Training and Technical Assistance (TTA) Program**

The Canadian Alliance to End Homelessness's Training and Technical Assistance program is a mission-based training consultancy that provides on the ground support and training to communities, agencies, and front-line staff within the homelessness sector. We are poised to provide support and training to approximately 60 Reaching Home Designated Communities and multiple others. We also provide high quality, accessible, affordable, evidence based training and technical assistance tailored to the unique needs of interested communities, agencies, and individuals, in a way that supports the successful implementation of best practices in the movement to end homelessness in Canada.

### **The position**

Reporting to the TTA Director of Training, the CA Trainer is an experienced and skilled teacher, coach, facilitator, and leader dedicated to ending homelessness in Canada. The CA trainer has significant work and leadership experience in Coordinated Access systems and/or By-Name Lists. The ideal candidate will also have experience and expertise in Housing First and extensive experience in providing training to groups of all sizes as well as the ability to provide coaching and consulting to programs and individuals.

The CA trainer 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, have a single-minded focus on outcomes for people without homes.

The CA Trainer will be responsible for assisting with the effective development and delivery of training to Reaching Home Designated Communities (DC) on the essential elements for achieving the Reaching Home expected deliverables related to establishing an effective CA system. Additionally, they will have assignments with specific communities to provide follow-up coaching and support related to implementing CA systems. They may also be

## ***CAEH Training and Technical Assistance Program: Coordinated Access Trainer***

called upon at times to deliver training and support associated with other best practices associated with ending homelessness in Canada.

Trainers will work independently from a home office and be expected to travel regularly. They will have the support of the Director, the Training Coordinator and other CAEH staff through online video conferencing, conference calls, and periodic in-person meetings. They will be expected work collaboratively and in conjunction with the CAEH Built for Zero Canada (BFZ-C) staff in planning appropriate and effective approaches for the communities being served and they will be expected to be an advocate for CAEH and their goals and mission of ending homelessness in Canada.

### **Qualifications**

The position requires a passion for ending homelessness, a belief it is possible, and a sense of urgency to get there and: at minimum a bachelor's degree in a related discipline and a minimum of 5 -7 years' experience in leadership roles associated with homelessness. If the educational requirement cannot be met equivalencies in experience, especially if it is associated specifically with this role may be considered. Additionally, the position requires:

- Significant content knowledge, experience, and/or expertise related to housing and homelessness, By Name Lists and Coordinated Access Systems
- Knowledge and expertise in Housing First and related best practices
- Experience in the development and delivery of training and coaching, specifically related to homelessness
- Excellent relationship and communication skills (both written and verbal, including listening)
- Willingness and ability to travel approximately 10 business days a month and manage and book own travel arrangements
- Ability to cope with and embrace change, risk, ambiguity and uncertainty
- Willingness to work from a home office (Some office necessities will be provided)
- Ability to forge strong team relationships in a virtual office environment
- Strong understanding, and acceptance of the causes of homelessness and the best practices associated with ending it
- Willingness and ability to work with multiple cultures in an inclusive and respectful manner.

This position is suited for someone with an energetic and creative spirit who is has a single-minded focus on ending homelessness for all Canadians.

Bilingualism is not required but would be an asset.

### **Responsibilities**

- Provide a variety of on-site trainings, coaching, and support directly to communities, agencies, and individuals.
- Conduct remote webinars and coaching using various type of technology.
- Participate in the creation of new training curriculum and other CAEH products such as open source toolkits that will be available to all Canadians and others that will be part of a fee for service program.
- Develop a clear understanding of Coordinated Access Systems
- Develop a clear understanding of the Federal Reaching Home deliverables associated with the CAEH

## ***CAEH Training and Technical Assistance Program: Coordinated Access Trainer***

agreement and their role within it and support those within delivered trainings and coaching

- Work with, support, and mentor a group of contracted training faculty from across Canada with specific skills and areas of expertise.
- Be an internal and external 'evangelist' for ending homelessness with a single-minded focus on outcomes for people without homes.
- Participate in, organize, and support Community of Practice calls as needed
- Participate in regular supervision with the Director of Training to review productivity, participant evaluations of trainings conducted, and other areas related to personal growth and development.
- Ensure that evaluations are being provided and completed for trainings they conduct and regularly review the results of them.
- Participate in regular TTA and CAEH combined staff/team meetings where the work with various communities and their progress are being discussed.
- Participate in informing funder activity reports highlighting progress towards deliverables
- Provide recommendations as required to improve program performance and customer satisfaction.
- Set and regularly review goals related to personal productivity and funder deliverables.
- Participate in annual performance review conducted by the Director of Training.

### **Other Expectations**

- Proactively promote CAEH values, approaches, and products used to help Canadian communities in ending homelessness.
- Act as a point of contact and accountability for all program customers and ensure that any questions or concerns are reported to the Director of Training.
- Assist in the careful assessment of each customer's needs and preferences and work to tailor training and technical assistance to meet their requests.
- Always work with communities from a participant-focused and strength-based approach but also continually being mindful of helping them move to a more structured, best-practice based, data-driven systems approach to ending homeless.
- Communicate regularly with the Director of Training and other appropriate CAEH staff regarding the progress of communities being served.
- Ensure any contact or communication with government groups, organizations, and other consumers occurs in a professional manner always supporting the CAEH values and mission as well as the goals of those involved.
- Ensure training expense and other required reports are submitted on time and accurate.
- Ensure they act and operate with the highest possible ethical standards including but not limited to: avoiding real or perceived conflicts of interest; protecting client, volunteer and donor confidentiality; working with integrity; protecting human rights; ensuring transparency; and, ensuring a high standard of public accountability.
- Ensure they read, understand, and comply with the CAEH policies and procedures and standards associated with their positions and employment.

### **Software and Technological Applications Used**

- Microsoft 365
- Microsoft Office (Particularly Power Point)

## **CAEH Training and Technical Assistance Program: Coordinated Access Trainer**

- Prezi
- Computer Projector
- Google Docs and Business Apps
- Internet Browsers
- Collaborative Customer Service Software (TBD)
- Zoom Online meetings and webinars
- Survey Monkey
- Social Media (Twitter, Facebook, etc)
- Presenter Media
- Adobe Acrobat
- Skype

### **Work Environment and Salary**

- 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 traditional office.
- This position requires a significant amount of travel and will be expected to be away from home approximately 10 business days per month on average.
- The salary range for this position is \$70,000 - \$90,000 annually, depending upon qualifications and experience. There will also be an additional provision of 10% of the salary in lieu of benefits.

### **Information to Apply**

- Submit a resume and cover letter to Michelle Bilek, CAEH TTA Coordinator, at [michelle@caeh.ca](mailto:michelle@caeh.ca) with 'Coordinated Access Trainer Application' in the subject line.
  - In your cover letter, please include another document describing the types of trainings you have delivered in the past, areas of training expertise, and, if possible, include a copy of a training outline or slide deck you have done.
- Include three references, plus two support letters from people you have done training for (not including the three references). Please use this form letter for the letters of support (note: the letters will not be returned to you): [click here](#)
- The deadline to apply will be Friday, Aug. 2

*Please note:* Only short-listed candidates will be contacted. Prior to the interviews, these applicants will be asked to complete a questionnaire