

HOMELESSNESS SERVICES ASSOCIATION OF BC
Working Together to End Homelessness
CERTIFIED BUSINESS APPLICATION TRAINER

Are you a passionate, well-organized, self-motivated individual who wants to contribute to creating positive change in your community and playing a significant role in the growth of a newly formed non-profit organization working to address homelessness?

The Homelessness Services Association of BC (www.hsa-bc.ca) was formed through a merger of Shelter Net BC (SNBC) and the Greater Vancouver Shelter Strategy (GVSS) in 2017. We deliver training, capacity building and research opportunities to over 225 members including shelter providers, drop-in centres, homeless outreach teams, and other service providers. We continue to build on the legacy of GVSS and SNBC and have several projects and initiatives underway.

About the Position

We are looking for a Certified Business Application Trainer (CBAT) to coordinate and deliver ongoing training to end users in the use of the Homeless Individuals and Families Information System (HIFIS) software 4.0. This system is being implemented across the province for all BC Housing funded, non-profit managed, homeless shelters and homeless outreach programs. The end users will be a diverse group of front-line staff who work directly for the non-profit service providers. HIFIS has been deployed to 175 service providers across BC and approximately 1,235 HIFIS users have been trained and are considered active users of the system. To learn more about HIFIS visit <https://www.hifisbc.ca/>

About Homelessness Services Association of BC (HSABC)

HSABC is a registered non-profit, charitable organization with a mandate to strengthen and unify services across BC that are addressing the needs of persons experiencing homelessness. Our goal is to raise awareness of the causes and solutions to homelessness by working with all levels of government, the private and non-profit sector, and communities across the province with the goal of ending homelessness by connecting people with appropriate housing, services and supports.

Job Summary:

Reporting to the Executive Director, the CBAT will train homeless shelter and outreach staff in the use of the Homeless Individuals and Families Information System (HIFIS).

The CBAT will train:

- New HIFIS users - purpose is to train individuals at sites where HIFIS has been implemented. This training is required prior to HIFIS access being granted to users.
- New HIFIS Sites - purpose is to prepare and train the users of a new HIFIS site. Users must be trained in advance of the go-live date.
- Temporary Shelter Staff - purpose is to train temporary shelter staff on the use of HIFIS in advance of the shelter opening date.

HSABC will work with the BC Housing Supportive Housing Program team to schedule training as required. Province-wide travel is required, including day trips to training locations within the lower mainland and overnight stay trips to training locations across the rest of the province.

More specifically, responsibilities include:

- Quickly learning material to become a subject matter expert on relevant “how to” for

system functionality.

- Deliver scripted training to a diverse group of end users - max 15 per session
- Assess the effectiveness of training sessions and existing training materials
- Provide feedback for improvements on subsequent training sessions
- Assist with updating training material if needed
- Assist office admin staff with scheduling training sessions and tracking participants
- Meet regularly with BC Housing to review training program, feedback, updates to training materials, etc.
- Other duties as necessary.

Qualifications

Ideal candidates must have:

- A recognized certification in application training
- 5+ years of experience training end users in the use of business and web applications
- Experience in training groups of at least 15 users
- A self-starter and team player
- Ability to travel to locations throughout the province and willing to travel overnight for training sessions held outside of the lower mainland.

Preference will be given to candidates with the following:

- Strong knowledge of training best practices
- Ability to keep members of a training session engaged with the material
- Ability to work cooperatively in a team environment
- Experience working for public or non-profit agencies is an asset
- Class 5 **driver's** license
- Is responsible, trustworthy, adaptable, patient and willing to learn and grow

Compensation:

This is 35 hour/week position and our offices are based in Burnaby (accessible by transit). The annual salary is \$57,330 with additional benefits.

Interested in joining us? Please email your application to zharkyn.baiazova@hsa-bc.ca by sending as one PDF file with the subject line: "HSABC CBAT Position."

Attached file name should be: firstname_lastname.pdf

Include in your file:

- a cover letter stating your experience, your understanding of the position and what the job entails and confirmation of your ability to travel (noting any restrictions)
- your resume detailing business and web application training previously delivered, including methods of training and samples of training materials used

Deadline for submission is **April 5, 2019**

We thank all who apply, but only applicants selected for an interview will be contacted.