

Job Description

Program Administrator – Vancouver Coastal & Fraser Regions

Updated: January 16th, 2024

Homelessness Services Association of BC (HSABC) is an umbrella organization of shelters, drop-in centres, homeless outreach teams, and other service providers addressing the needs of persons experiencing homelessness with the goal of ending homelessness.

HSABC is actively committed to creating a just, equitable, diverse, and inclusive workplace. We strive for a diverse team and foster the inclusion of voices that have been underrepresented and oppressed. We strongly encourage applications from individuals from communities and groups that have historically been disadvantaged and/or marginalized, including First Nations, Inuit and Métis peoples, racialized persons, persons with disabilities, women and gender diverse persons, 2SLGBTQIA+ persons, and/or persons with lived or living experience of homelessness, poverty or precarity.

Job Summary

The Program Administrator for the Vancouver Coastal & Fraser Regions, working with guidance from the Program Manager (in the interim with the Director of Programs) and collaboratively with fellow staff, will be primarily responsible for the implementation of programs, projects, and Member services within regions aligning with the Vancouver Coastal Health and Fraser Health Authorities.

1. Competencies

The Program Administrator for the Vancouver Coastal & Fraser Regions should possess the ability to work with a variety of stakeholders, including colleagues, HSABC Members, and community partners, to support and enhance community-based shelter services during extreme weather conditions and facilitate HSABC program delivery and growth.

Applicants should be able to demonstrate proficiency in several of the competencies below, with an interest in personal development to acquire the remainder:

- 1.1. Communication – must have strong communication skills to clearly articulate critical information. Communication style must also support an ability to receive and respond positively to feedback.
- 1.2. Resourcefulness – adapt to change in a dynamic and evolving work environment.
- 1.3. Organization and Multitasking – adept at setting up systems and processes to efficiently manage multiple, and at times competing projects, activities, and priorities.
- 1.4. Critical Thinking – ability to analyze information objectively, utilizing data and criteria to draw conclusions decisively.

- 1.5. Collaborative Approach – work with stakeholders to build new working relationships and enhance existing connections with sector/community partners.
- 1.6. Flexibility – ability at times, to complete tasks outside traditional working hours (evening/weekends/holidays) while managing capacity and work-life balance.

2. Specific Job Duties

With support, resources, and opportunities for growth, the Program Administrator for the Vancouver Coastal & Fraser Regions will:

- 2.1. Administer the Access to Transit project, including maintain mailing lists and correspondence; conduct bi-monthly mailouts of transit tickets; enter tracking data; and provide required reports to funders.
- 2.2. Administer the Extreme Weather Response program, including:
 - 2.2.1. Maintain mailing lists and correspondence; generate inventory lists of EWR sites and prospective sites; support program operations and growth, working closely and building relationships with faith-based communities, municipalities, non-profit operators, and diverse community partners.
 - 2.2.2. Monitor the weather and send official notifications (tied to the Assistance to Shelter Act) to the relevant policing departments for each community; generate daily posters collating EWR sites in Metro Vancouver when any are activated; send community notifications and posters for alerts, extensions, and cancellations; manage the X account *HSABC_MVEWR*; and be on call during alert periods for emergency Location Amendments or other changes.
 - 2.2.3. Support EWR Roundtables with minute-taking and development of meeting agendas; collect, record, and report on various program data in multiple communities; and support community plans and end-of-season reports.
 - 2.2.4. Support capacity expansion efforts through community-based heat response planning and implementation during the summer months.
- 2.3. Support the planning and delivery of HSABC's Annual Conference, including leading the registration process and greeting conference attendees; support the development of the conference program; collect all videos, PowerPoint presentations, or other media; and support the development of conference tours.
- 2.4. Support the planning and delivery of Homeless Counts, including provide support on the days of the counts; collect shelter count packages; support in preparation of the counts (create packages, represent HSABC at count trainings, etc.).
- 2.5. Support regional coordination throughout the Greater Vancouver and Fraser Regions, including working with appropriate staff to convene Regional Roundtables; support the development and delivery of in-person training within the regions; and support the development and delivery of projects within the regions.
- 2.6. Other duties as assigned.

3. Candidate Profile

Applicants should be able to draw on their experiences to demonstrate an aptitude for the knowledge, skills, and abilities listed below. Candidates are not expected to excel in all aspects of the profile. However, they should be able to show an interest in ongoing learning to meet the requirements for the position.

- 3.1. Lived expertise of homelessness, poverty, and/or precarity is an asset.
- 3.2. There is flexibility regarding education level based on an equivalent combination of work and lived experience compared to post-secondary training in social services and Office Administration.
- 3.3. Strong familiarity with, and advanced understanding of the landscape of homelessness and homelessness serving organizations and agencies in BC. Prior work or volunteer involvement within the sector is considered an asset.
- 3.4. Proficient written and verbal communication skills.
- 3.5. Strong organizational skills, with the ability to meet deadlines and develop, implement, and interpret goals, objectives, and policies.
- 3.6. Ability to identify issues and implement creative and strategic solutions to overcome problems.
- 3.7. Is a team player, but has the ability to work independently and take initiative.
- 3.8. Expertise and experience with Microsoft Word, Excel, and Outlook.

4. Work Conditions

- 4.1. Interaction with Members, community partners, government representatives, vendors, outside stakeholders, and the general public.
- 4.2. Represent HSABC on appropriate networks, working groups, and advisory committees.
- 4.3. Capacity to work from HSABC's office at 202-26 Lorne Mews, New Westminster, BC, on a regular basis.
- 4.4. This is a hybrid work environment with the opportunity to work from home for a portion of the work week.
- 4.5. Non-traditional working hours. Some tasks fall outside of office hours when implementing weather-responsive programming during the winter and summer months.

Commitment to Justice, Equity, Diversity, and Inclusion

To address issues of systemic inequity within Canada and specifically within the Canadian labour market, HSABC is committed to achieving a diverse workforce through inclusive HR practices in all aspects of employment including recruitment, hiring and promotions.