

Job Description

Program & Office Administrator

Updated: May 20th, 2021

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 to ending homelessness.

HSABC is actively committed to creating an 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, 2SLGBTQ+ persons, and/or persons with lived or living experience of homelessness, poverty or precarity.

Job Summary

The Program & Office Administrator, working with guidance from the Executive Director and collaboratively with fellow staff, will primarily:

- a) support the implementation of Extreme Weather Response programming in the Metro Vancouver Region; and
- b) maintain HSABC's day-to-day operations and financials, provide administrative support through events and meetings; and provide general support to the HSABC team.

1. Competencies

The Program & Office Administrator 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's daily operations and strategic 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 to complete tasks outside of traditional working hours while managing capacity and work life balance.

2. Specific Job Duties

With support, resources and opportunities for growth, the Program & Office Administrator will:

- 2.1. Work in collaboration with HSABC's Project and Program Coordinator to carry out year-round planning and implementation activities through the Extreme Weather Response program.
- 2.2. Support Sub-region EWR service delivery in Vancouver, Surrey-White Rock, and Delta as part of an overall winter response strategy.
- 2.3. Work with local coordinators (paid and unpaid) across Metro Vancouver to ensure that Extreme Weather Response programming is operational each season.
- 2.4. Support development of community-based co-operative approaches for all aspects of EWR programming including considerations for shelter, food provision, transportation, communication, and outreach to people experiencing homelessness who may utilize Extreme Weather sheltering sites.
- 2.5. Work in collaboration with HSABC's Communications and Events Coordinator to provide administrative and logistical assistance in the organization of trainings, events and community meetings.
- 2.6. Provide administrative and office support to ensure daily organizational requirements are sufficiently met.
- 2.7. Manage the organization's daily financial transactions.
- 2.8. Coordinate the distribution of general inquiries via organization e-mail, phone and other means, and assist visitors.
- 2.9. Administrative and other duties.

3. Candidate Profile

Applicants should be able to draw on their experiences to demonstrate an aptitude for the knowledge, skills and abilities listed below. Candidate 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 a 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. Familiarity with office management procedures and basic accounting principles.
- 3.5. Excellent written and verbal communications skills.
- 3.6. Strong organizational skills, with the ability to meet deadlines and develop, implement, and interpret goals, objectives, and policies.
- 3.7. Ability to identify issues and implement creative and strategic solutions to overcome problems.
- 3.8. Is a team player, but has the ability to work independently and take initiative.
- 3.9. 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 4445 Norfolk Street, Burnaby BC on an ongoing basis.
- 4.4. Opportunity to work from home as appropriate. HSABC can provide support for adapting a workspace and will provide a desktop or laptop computer and peripherals.
- 4.5. Non-traditional working hours. Some tasks fall outside of office hours when implementing weather responsive programming during the winter months.

Commitment to 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.