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PWLE & Sector Engagement Lead

Job Description

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Homelessness Services Association of BC (HSABC) is an umbrella organization supporting 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, 2SLGBTQQA+ persons, and/or persons with lived or living experience of homelessness, poverty or precarity.

Job Summary

The PWLE & Sector Engagement Lead, under the direction of the Project Manager and working closely with the Project Team, will coordinate community-wide engagement and qualitative data collection for the Greater Vancouver Regional Research Project across 11 communities. This role supports the project's environmental scans at community and regional levels by engaging with people with lived and living experience (PWLE) of homelessness and the homelessness services sector (including shelters, outreach programs, and drop-in centres), to understand barriers to access, service gaps, and service delivery challenges.

This position supports the PWLE Leadership Council and GVSS Research Steering Committee, and ensuring engagement practices are accessible, trauma-informed, and ensuring representation of under-represented voices in the sector.

This is a temporary position with an anticipated end date of April 31st, 2028.

1. Competencies

The PWLE & Sector Engagement Lead will demonstrate strong coordination, facilitation, and relationship-building skills to support engagement across multiple communities and stakeholder groups. The candidate will bring strong written and verbal communication skills and an ability to work respectfully with diverse participants, including people with lived and living experience and frontline service providers.

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

- 1.1. **Community Engagement and Facilitation** – Plan and facilitate engagement activities such research steering committees, focus groups, interviews, and consultations with diverse participants. Create welcoming, inclusive spaces that encourage meaningful participation and support qualitative data collection.
- 1.2. **PWLE Engagement and Support** – Coordinate meaningful engagement with people with lived and living experience, including supporting the PWLE Steering Committee and ensuring participation is trauma informed, accessible, respectful, and appropriately supported. Understand the importance of community-driven research and help ensure lived experience perspectives shape project activities and outputs.
- 1.3. **Service Provider Engagement** – Build and maintain relationships with service providers across the homelessness sector, including shelters, outreach programs, and drop-in centres. Engage frontline and leadership staff to gather insights into service delivery challenges, barriers to access, and gaps in the continuum

of supports and services.

- 1.4. **Trauma-Informed and Ethical Practice** - Apply trauma-informed and anti-oppressive approaches to engagement and documentation. Support ethical participation by promoting informed consent, respecting confidentiality, and using safe documentation practices that reduce harm.
- 1.5. **Collaboration and Coordination** - Work effectively with the project team, community partners, and governance bodies to coordinate engagement plans, incorporate feedback, and support quality improvement.

2. Job Duties

With support, resources and opportunities for growth, the PWLLE & Sector Engagement Lead will be:

- 2.1. Coordinating community-wide engagement activities across 11 Greater Vancouver communities, including scheduling, logistics, outreach, and participant communication.
- 2.2. Coordinating and supporting the PWLLE Leadership Council and GVSS Research Steering Committee, including meeting planning, participant support, and follow-up on feedback and guidance.
- 2.3. Engaging people with lived and living experience through focus groups, interviews, surveys, and consultations to document barriers to access, and services gaps.
- 2.4. Engaging service providers, including shelters, outreach programs, and drop-in centres, to gather perspectives on service delivery challenges, system gaps, and coordination issues.
- 2.5. Supporting inclusive engagement by prioritizing voices under-represented in data collection, including urban Indigenous peoples, people fleeing intimate partner and gender-based violence and their families, youth and seniors, and people with disabilities and multiple health challenges.
- 2.6. Supporting emerging findings with PWLLE participants and service provider stakeholders to reduce risk of misinterpretation and improve data quality.
- 2.7. Contributing to knowledge mobilization activities by supporting plain language summaries, community-facing messaging, and participation of PWLLE and service providers in the Regional Forum or webinar.
- 2.8. Participating in project and research steering committee meetings and communicating emerging issues, risks, or guidance to the Project Manager and project team.

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 a degree in a related discipline (e.g., social sciences including psychology, political science, sociology, gender and/or women's studies; health science, law, or economics). Learning in statistical and research methods is considered an asset.
- 3.3. 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. Experience coordinating community engagement, outreach, facilitation, or participatory initiatives, preferably within homelessness, housing, or social services.
- 3.5. Demonstrated ability to work respectfully with people with lived and living experience, and an understanding of the importance of community-driven engagement.
- 3.6. Experience engaging service providers such as shelters, outreach programs, drop-in centres, and other frontline community services, or a strong interest in building this skill.
- 3.7. Strong facilitation and communication skills, including the ability to support inclusive group dialogue and document qualitative information clearly.
- 3.8. Awareness of trauma informed, anti-oppressive, and ethical approaches to engagement and data collection.
- 3.9. Strong organizational skills and ability to manage multiple priorities and deadlines in a multi-partner

environment.

- 3.10. A collaborative working style, including openness to feedback and willingness to adapt based on guidance from the project team and governance bodies.
- 3.11. Is a team player but has the ability to work independently and take initiative.
- 3.12. Advanced knowledge and experience with Microsoft Word, Excel, Outlook, and Teams.
- 3.13. Must be responsible, trustworthy, adaptable, patient, and willing to learn and grow.

4. Work Conditions

- 4.1. Interaction with colleagues, Members, community partners, government representatives, and outside stakeholders.
- 4.2. Operation of desktop/laptop computer and peripherals.
- 4.3. Use of relevant software including, but not exclusively, Word, Excel, Adobe Illustrator/InDesign & Premiere Pro, Dashlane, Mailchimp, Zoom, Survey Monkey and Dropbox.
- 4.4. Flexible work schedule supported through in-lieu hours balanced fortnightly (every two weeks).
- 4.5. In-office and in community work.

Commitment to Equity, Diversity and Inclusion

To address issues of systemic inequity within the 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.