

System Planner

The Calgary Homeless Foundation

The Calgary Homeless Foundation (CHF) is a registered charity that exists to end homelessness in our city. Through Systems Level Leadership and mobilization of collective impact CHF is a catalyst of transformation for Systems and Service Agencies to optimize client success. CHF focuses on four spheres of influence: Research and Data, Community Mobilization, Funder of Outcomes and Impact, and Public and Political Will. CHF addresses gaps and identifies best practices to continually enhance the homeless serving system of care. CHF is committed to moving forward in partnership with the many homeless-serving agencies, the private sector, government partners, the faith community, other foundations and all Calgarians to end homelessness in Calgary.

We are looking for passionate, entrepreneurial and talented people to join our action-oriented, high impact team.

The Position

Reporting to the Director of the Homeless Serving System of Care, the System Planner plays a key role in the implementation of CHF's strategic direction and system coordination priorities focusing on program investments and liaison with partner agencies. The System Planner will provide effective stewardship of funds through program reporting, monitoring and oversight of an assigned portfolio of projects delivered by community agencies under contract with the Foundation. This role works closely with assigned agencies and supports the design of programs and their performance measurement, particularly through the implementation of monitoring, remediation and technical assistance to homeless serving agencies.

Calgary's Homeless Serving System of Care comprises a diversity of local or regional service-delivery components serving those who are homeless or at imminent risk of homelessness. In Calgary, Homeless Serving System Planning applies Housing First as a guiding philosophy and acts as a method of organizing and delivering services, housing and programs that co-ordinates diverse resources to ensure that efforts align with homelessness-reduction goals.

Our Staff

CHF staff are action oriented individuals who are catalytic leaders, courageous collaborators, evidence inspired and vision dedicated. They choose to bring their professional expertise and personal talents to the non-profit sector, to add value to the full community. They work cooperatively with others in a strong team environment; demonstrate flexibility in organizing and undertaking work; show a high degree of initiative, discernment and resourcefulness; exhibit excellent communication and relational skills; demonstrate thoughtfulness and intelligence in decision making; and are focused on creating positive outcomes for persons without homes, as articulated in Calgary's Plan to End Homelessness.

Accountabilities and Deliverables

- Foster collaboration, cooperation and teamwork following a Collective Impact approach – Promote an environment of cooperation, collaboration and partnerships with colleagues, stakeholders and funded organizations, ensuring role clarity and working toward collective success.
- Utilize critical thinking skills to advance policy and enhance the System of Care and client outcomes. Using evidence-inspired data, identify gaps in service provision and develop strategies to bridge those gaps, both within funded programs and the larger System of Care.
- Act as a key liaison between assigned portfolio and CHF to reinforce and/or provide information and support regarding CHF direction, requirements, processes and systems with system of care partners.
- Monitor program delivery and attainment of benchmarks through:
 - Working with the Research and Data and Systems Planning teams along with funded agencies to assess qualitative and quantitative indicators of program performance
 - Conduct annual reviews of program performance
 - Undertake analysis of program/funding submissions including monthly, quarterly and annual reports, budgets, financial statements, and year end audited reports to ensure agencies in assigned portfolio are operating in a fiscally and programmatically responsible manner
 - Develop and assist in the implementation of any remediation plans to build the capacity of the agencies and programs and enhance performance
- Support the CHF's annual funding cycle, business planning and Request for Proposal (RFP) processes including:
 - Development of funding requirements, program performance measures and benchmarks that align with The Plan to End Homelessness.
 - Provide input into the design of programs and processes, particularly program type, targets, eligibility criteria, referral processes, and performance measures to ensure the systems approach to ending homelessness in CHF investments.
 - Working with the CHF Research team, ensure best and promising evidence-based practices guide program design and continuous improvement.
- Assist the Director of the Homeless Serving System of Care to improve the Foundation's ability to analyze emerging trends, develop enhanced program intelligence and support the continuous improvement of program development and implementation processes.

Education and Experience

- The ideal candidate will possess the minimum of a Bachelor's degree in a planning, business, leadership/management, or social services related field.
- Excellent verbal and written communication skills, including preparing reports and briefing notes for presentation at senior leadership and board levels.
- Demonstrated proficiency with Microsoft Suite, including Word, Excel, and PowerPoint Presentations.

General Competency Requirements

- **Cultural Competency:** Has the ability to work with diverse groups of peoples. Demonstrates understanding of the complexities associated with identity, place, cultural beliefs and practices, historical traumas, and contemporary social justice issues that can impact relationships and methods of communication with diverse audiences.

- **Culturally Congruent:** A passion for, belief in and communication of the CHF vision, mission and values. Will promote a transparent, ambitious, goal and achievement oriented culture. Demonstrates a strong service ethic and customer service approach.
- **Collaborative and Collegial:** Works well with others, whether at the most senior levels, with direct reports or with others across the organization. Understands how to work with the community in a collaborative manner.
- **Analytical:** Able to quickly assess situations, build appropriate plans and execute those plans flawlessly. Willing to work at all levels - from broad strategy to execution detail.
- **Results Oriented:** Sets high standards of performance including setting goals and priorities that maximize available resources to deliver results against the CHF direction, objectives and public expectations. Will monitor progress and make adjustments as necessary on an ongoing basis
- **Project Management Skills:** Proven strong project management skills with ability to multi-task and set priorities within tight timelines.
- **Enhancing Organizational Image:** Focus on building and protecting the image, reputation and long term interests of the CHF including promoting the CHF's reputation as a leader in ending homelessness.
- **External Awareness & Political Acumen:** Clear understanding of relevant economic, political, social and demographic issues impacting the CHF and demonstrated ability to mitigate risks and explain the impact of external events on the CHF.
- **Credibility:** Demonstrated ability to build organizational trust in his or her professionalism, expertise and ability to create solutions and deliver desired outcomes.
- **Honesty & Integrity:** Demonstrates the highest levels of honesty and integrity in all dealings with internal and external stakeholders.

Application Deadline: 4:00 PM – Nov 23, 2018

Apply with your Resume and Cover letter to: careers@calgaryhomeless.com

Please note that the Calgary Homeless Foundation requires the successful candidate to provide a police information check as a condition of employment.