

System Planner - (Indigenous)

The Calgary Homeless Foundation

The Calgary Homeless Foundation (CHF) is a registered charity that exists to end homelessness in our city. Through Systems Leadership and mobilization of collective impact CHF is a catalyst and enabler for Systems and Service Agencies to optimize client success. CHF is committed to moving forward in partnership with the many homeless-serving agencies, the private sector, all four levels of government (Federal, Provincial, Municipal and Indigenous), the Indigenous and faith communities and all Calgarians to end homelessness in Calgary. We are looking for passionate, entrepreneurial and talented people with a knowledge of Indigenous culture 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. CHF honors the intentional journey that it and members of the Indigenous community have begun together in action of reconciliation. The System Planner will support the implementation of CHF's Indigenous Strategy into all of CHF's funded programs and the larger Homeless Serving System of Care and work closely with the Director, Indigenous Strategy and Relations to ensure that CHF's Indigenous Strategy and priorities are authentic to the needs of Calgary's Indigenous community.

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 and remediation and technical assistance to homeless serving agencies.

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.

- 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 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.
- In conjunction with the Director, Homeless Serving System of Care and the Director, Indigenous Strategy and Relations, identify and promote opportunities to support and enhance the integration of CHF's Indigenous Strategy by identifying different approaches to achieve key results and deliverables.
- Assist in developing system of care frameworks for programs and services that reflect an Indigenous lens perspective.

Education and Experience

- The ideal candidate will possess a Bachelor's degree in a research, planning, business, leadership/management, or social services related programs. An Indigenous Studies Degree or certificate is an asset.
- Demonstrated work experience as a collaborator, leader, and manager of programs, projects requiring Indigenous engagement and partnerships; engagement of Elders in developmental processes would be considered an asset.
- Excellent verbal and written communication skills, including preparing reports and briefing notes for presentation at senior leadership and board levels.
- Knowledge and understanding of homelessness and those with lived experience.
- Knowledge of how colonization and assimilation policies impact homelessness and housing issues.
- Traditional knowledge related to protocols and Indigenous ways of knowing.
- Relationships with local and rural Indigenous communities.
- Understanding of TRC and UNDRIP regarding Indigenous rights and reconciliation.

- Understanding and willingness to work with the diversity of the urban Indigenous community and populations.
- Demonstrated proficiency with Microsoft Suite, including Word, Excel, and PowerPoint Presentations.

All of the capacities being equal in candidates (i.e. skills, general competencies, experience, etc.) preference will be given to the candidate who is First Nations, Metis or Inuit.

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, 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.
- **Work Quality:** Detail oriented with a high degree of accuracy.
- **Professionalism & Confidentiality:** Exhibits high degree of professionalism. Is able to work with confidential material in a discreet, respectful and professional manner.
- **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: 4:00PM Sunday September 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.

