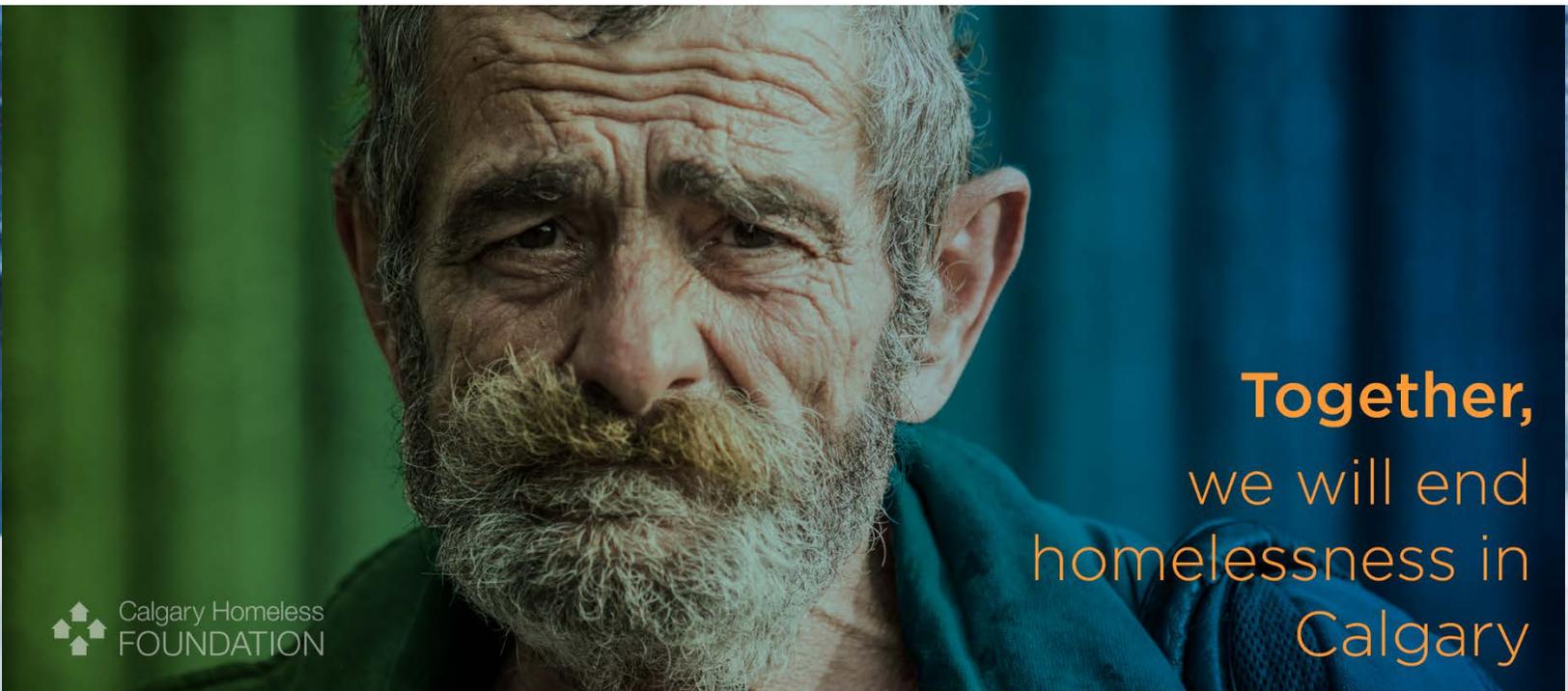




Calgary Homeless  
FOUNDATION



**Together,**  
we will end  
homelessness in  
Calgary

Calgary Homeless  
FOUNDATION

## OPPORTUNITY PROFILE

VICE PRESIDENT, HOMELESS SERVING SYSTEM OF  
CARE (HSSC)

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.

For more information: [www.calgaryhomeless.com](http://www.calgaryhomeless.com)

### CALGARY HOMELESS FOUNDATION CORE VALUES

- **Catalytic Leadership:** We strive to find solutions with an intentionally innovative and creative mindset
- **Courageous Collaborators:** We seek out and leverage the positive power of collective wisdom
- **Evidence Inspired:** We are critical thinkers and embrace evidence to influence progress
- **Vision Dedicated:** We act with an inevitable belief that homelessness will be ended.

## THE OPPORTUNITY

The Vice-President, Homeless Serving System of Care (HSSC) provides executive level leadership and strategic oversight to Calgary’s Homeless Serving System of Care, ensuring it meets the needs of persons at risk of or experiencing homelessness. The role reports directly to the President and CEO and is a member of the executive leadership team.

This role partners with leaders and experts from the sector, across public systems and services (e.g. Health, Justice, Social Services), and in all four orders of government associated with bringing new programs, service models or housing models to market to end homelessness in a manner that is efficient, effective and sustainable. The successful candidate will have the unique ability to connect, coordinate and transform system-to-system relationships to address the needs of vulnerable populations in Calgary

With a \$60 million annual programs and operating budget, CHF funds over 25 non-profit agencies delivering

over 55 programs to meet the housing needs of Calgary’s most vulnerable. The Vice-President, HSSC is responsible for the allocation, performance management and compliance monitoring of the annual programs budget.



## KEY RESULT AREAS

- Manage the federal and provincial government programming; advocate for program funding to match demands and oversee funding obligations from all four orders of government; supervise reporting requirements; implement investment performance management, compliance monitoring and evaluation processes to support ongoing quality improvement and strategy development.
- Create, build and sustain professional partnerships with public systems, and not-for profit agencies to foster an integrated system of care that supports timely client access to client centered services and housing.
- Represent CHF and provide leadership to the Community Systems Integration (CSI) table which includes leaders in system level strategic roles from key public systems, government departments, and community funders who are collectively engaged in areas relevant to preventing and ending homelessness.
- Provide leadership, direction and oversight to the HSSC department and teams, with four direct reports including Director, HSSC; Manager HMIS; Senior Manager Collaborative for Health & Home; Coordinator HSSC.
- Oversee the CHF annual performance review and compliance audits completed by CHF's funders.
- Ensure integration of best practices and accreditation standards, across the Homeless Serving System of Care.
- Lead business planning at operations, community and systems levels to identify and take advantage of financial, program, and process opportunities to prevent, reduce and eliminate homelessness.
- Oversee performance and community capacity-based request for proposal (RFP) process for all new program funding.
- Direct the implementation and monitoring of standards throughout Homeless Serving System of Care and coordinate the Homeless Serving System of Care accreditation processes.
- Oversee development and implementation of training and capacity building programs for the Homeless Serving System of Care.
- Develop and advocate for priority policy changes supporting the reduction of homelessness.
- Build connections and protocols within and between the homeless serving and mainstream systems of care, including human services, corrections, health, education, etc. to identify critical pathways into homelessness and introduce effective strategies to prevent and divert people from entering homelessness.
- Provide leadership to CHF's HMIS (Homeless Management Information System) team who are responsible for the collection of system wide standardized data on people who are experiencing homelessness.
- Build and strengthen community and stakeholder partnerships including shelter optimization, 7 Cities, Aboriginal Standing Committee on Housing and Homelessness, funded agencies, funders, and the Collaborative for Health and Home.
- Provide leaderships to the HSSC department teams to ensure that individual, team and department goals are aligned with CHF's overall business and strategic priorities.
- Ensure that financial and operational business metrics are collected and utilized to verify progress towards system of care objectives and actions taken to address gaps.
- Participate as collaborative member of CHF executive leadership team to support and evaluate overall performance of the organization.
- Develop and manage HSSC department operating budget.

## THE PERSON

- The ideal candidate will have, at minimum, a Bachelor's degree and at least ten years' progressive experience in a related field; social services, justice, healthcare, etc. A minimum of five of these years should be at a senior leadership level.
- Proven background in providing strategic direction to teams and ensuring execution at an individual, team and operational level.
- Executive level management experience, including familiarity with working closely with a Board.
- Possess thorough knowledge/understanding of complex social issues and ability to apply the principles of a "population approach" to address social issues of homelessness.



## COMPETENCIES AND PERSONAL CHARACTERISTICS

**Culturally Congruent:** A passion for, belief in and communication of CHF vision, mission and values. Will promote a transparent, ambitious, goal and achievement oriented culture. Demonstrates a strong service ethic and customer service approach, becoming an effective ambassador.

**Communication:** Exceptional communication skills (verbal, written, interpersonal) including high level of confidence and expertise in public speaking and engaging with a wide range of external audiences and groups.

**Business Acumen:** Able to apply principles of business acumen and business intelligence to gain a better understanding of the complex issues of homelessness; utilize internal and external analytics to support design and operations of the Homeless Serving System of Care.

**Building Effective Teams:** Creates strong morale and spirit within teams; shares wins and successes; fosters open dialogue; delegates appropriately to team; defines success in terms of the whole team; creates a feeling of belonging in the team. Able to build trust and cohesion within and between teams and departments.

**Conflict Resolution:** Helps others through emotional or tense situations and is confident in initiating and conducting difficult conversations. Recognizes the importance of constructive conflict in finding creative solutions.

**Collaborative and Collegial:** Works well with others, whether at the most senior levels, with direct reports or with others across the organization. Recognized for honesty, compassion and integrity. Excellent interpersonal skills, active and respectful listener.

**Relationship Builder:** Able to create, nurture and maintain mutually beneficial relationships with a diverse group of stakeholders. Understands how to navigate and work collaboratively within a complex system. Able to build rapport and credibility quickly. Comfortable and skilled at connecting with people at all levels.

**Strategic Perspective:** Able to adopt a long-term view of CHF strengths and weaknesses and see the whole picture in complex situations. Pragmatic decision maker with ability to make data driven decisions. Results oriented, building on strengths and setting a high standard of performance, adjusting course as necessary. Focus on enhancing and protecting the image and reputation of CHF's leadership in ending homelessness.

**Social and Political Acumen:** Understands and is able to manage the complexities and nuances of working with large systems including four orders of government, health, justice, etc.

**Credibility:** Demonstrated ability to build organizational credibility and trust; expertise and ability to create solutions and deliver desired outcomes.

**Results Oriented:** Sets high standards of performance including setting goals and priorities that maximize available resources to deliver results aligned with CHF direction, objectives and public expectations. Will monitor progress and make adjustments as necessary on an ongoing basis.

**People Development:** Motivates and encourages others to be their best, and leads by example. Is able to build trust and cohesion within and between teams and departments.

**Enhancing Organizational Image:** Focuses on building and protecting the image, reputation and long term interests of CHF including promoting CHF's reputation as a leader in ending homelessness.

**Resource Management:** Is able to identify, obtain and effectively allocate resources required to achieve CHF goals and applies appropriate resources to problems and opportunities.

## COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

### FOR INFORMATION: PLEASE CONTACT

Allan Nelson OR Laura Youngberg OR Caleb Herrick  
Davies Park Executive Search  
530, 1000 – 7 Avenue SW  
Calgary, AB T2P 5L5  
Phone: (403) 263-0600 Fax: (403) 269-1080  
Email: calgary@daviespark.com