

## ***CAEH Training and Technical Assistance Program, Director of Training***

### **Education, Experience & Competencies**

The position requires a minimum of a relevant Bachelor's degree or higher or equivalent combination of education and experience:

- Significant program management and/or development experience
- Experience in an administrative and/or supervisory role
- Excellent writing and communication skills and experience
- Experience working with budgets and accounting related duties is an asset
- Technologically adept
- Customer service oriented
- Ability to adapt to a changing environment and handle multiple priorities
- Evaluation skills
- Highly organized and ability to work independently
- Bilingual, English and French, both orally and writing skills is highly preferred and a definite asset
- Experience with Housing First and homelessness service provision also an asset but not required
- Customer service and people oriented
- Those with lived experience are welcome to apply.

Our team is passionate about this cause and therefore work to be creative and forward thinking about how to accomplish these goals. Candidates who are right for this position will be similarly minded with a sense of urgency and engaged in going beyond the norm to create better opportunities for communities across Canada to commit to a laser focus on ending homelessness.

### **Salary & Benefits**

We offer a competitive salary including cash in lieu of benefits and five weeks of annual holidays.

### **Application Process**

Please submit resume or CV with cover letter and 3 references by email to Wally Czech, Director of Training at [wally@caeh.ca](mailto:wally@caeh.ca) by February 18, 2017. If you are sending the required information through regular mail it must be postdated no later than February 18 and not arrive later than February 22, 2017. Only those shortlisted will be contacted.

It is our goal to have shortlisting and if possible, online video conferencing interviews, and reference checks completed by the end of February. At that point we may schedule an in person interview and hope to have a decision made by mid-March with the hope of having you start as close to April 1, 2017 as possible.

## ***CAEH Training and Technical Assistance Program, Coordinator***

### **The Canadian Alliance to End Homelessness**

The Canadian Alliance to End Homelessness (CAEH) leads a national movement of individuals, organizations and communities working together to end homelessness in Canada. The CAEH works toward a Canada without homelessness. We do it by helping communities and governments across the country apply proven approaches including Housing First and plans to end homelessness to transform programs, policies and systems toward the goal of ending homelessness.

### **The Training and Technical Assistance Program**

The Training and Technical Assistance Program (TTA) is a mission based, non-profit training and technical assistance consultancy providing on the ground training and support to communities and front line workers. The mission of the program is to facilitate and accelerate the shift to Housing First and ending homelessness in Canada by providing high quality, accessible, affordable, evidence based training and technical assistance.

### **The position**

Reporting to the Director of Training, the Program Coordinator is one of the key and initial faces and connections for clients of the CAEH Training and Technical Assistance program. The coordinator will actively assist the Director of Training in the planning and organizing of Housing First and related best practice training engagements throughout Canada. You will connect and communicate directly with various communities and programs and assist them in their planning process. You will also support the Director of Training in project management and the managing the day to day operations of the TTA.

As the coordinator you will play a key role in assisting the CAEH achieve its national goal of preventing and ending homelessness in Canada. In this role you will be able to work from anywhere within Canada and will be working independently from a home office.

Fluency in French and English is highly preferred.

### **Key Responsibilities and Qualifications**

The right person for this opportunity will have extensive experience with project management and development, program administration, working with a wide array of programs and individuals and be able to work independently in a participative managed style. Specific responsibilities related to this position include:

- Work and communicate with communities, program representatives, and training faculty across Canada to coordinate and schedule travel and training engagements
- Assist Training Director in training engagement planning and logistics
- Assist with trainer and partner recruitment and assignments
- Preparation of presentations and PowerPoint slide decks.
- Administrative duties (invoicing, basic budgeting, trainer expenses)
- Assist with writing of proposals and other important documents
- Communicate and liaise with government officials and other funders
- Assist in fundraising, planning, and organizing Training and Technical Assistance and general CAEH events such as the national conference
- Assist with websites, social media, and other technology mediums
- Travel periodically

## **Backgrounder – CAEH Training and Technical Assistance Program**

The Canadian Alliance to End Homelessness (CAEH) leads a national movement of individuals, organizations and communities working together to end homelessness in Canada. The CAEH works toward a Canada without homelessness. We do it by helping communities and governments across the country apply proven approaches including Housing First and plans to end homelessness to transform programs, policies and systems toward the goal of ending homelessness.

The CAEH has launched a **mission based, non-profit training and technical assistance program** to provide on the ground training and support to communities and front line workers. The program has been established as a **social enterprise consultancy**.

**The mission** of the program is to facilitate and accelerate the shift to Housing First and ending homelessness in Canada by providing high quality, accessible, affordable, evidence based training and technical assistance.

The program is built off the Mental Health Commission of Canada's (MHCC) 'Housing First Training and Technical Assistance program' (TTAC). The MHCC program was built off the learnings from *At Home/Chez-Soi* – the world's largest research demonstration project of Housing First, conducted by the MHCC. The CAEH assumes leadership of this program in April 2016.

Housing First is a consumer-driven approach that provides immediate access to permanent housing for people experiencing homelessness, without requiring psychiatric treatment or sobriety as determinants of "housing readiness". Housing First is both a housing intervention and a philosophy around which homeless systems, focused on eliminating homelessness can be organized.

In March, 2013, the government of Canada made a five-year, \$600 million extension of the *Homelessness Partnering Strategy* (HPS) and shifted the focus of the program to Housing First. Through the HPS program Housing First is being introduced in over 44 communities across Canada. Housing First is also at the heart of Alberta's plan to end homelessness and Ontario's recently announced commitment to end homelessness. To date, the MHCC TTAC program has provided training to 18 communities.

The MHCC built the TTAC program recognizing that there was little training available in Canada for communities seeking to implement Housing First. Experience in the At Home/Chez Soi program, in Alberta (where Housing First has been taken to scale) and in the United States, underlines the critical importance of ongoing training to ensure quality implementation, safety and achievement of outcomes.

**Our concept** is to use a faculty of expert trainers working in agencies or private practice across Canada to provide training on an 'as needed' basis. Our small full time staff of two (Director, Training and Training Coordinator) will market the program, develop training plans with clients, deploy trainers as required, monitor training quality and ensure client satisfaction. The program is being supported by a multi-year grant.

**Our products and services** will include:

1. **Initial core community training** to introduce communities and organizations to Housing First
2. **Customized Housing First training and technical assistance** providing onsite and remote training and advisory support
3. **Developmental evaluation and fidelity assessment** to assess a program's progress toward Housing First fidelity and provide quality improvement advice
4. **Professional development** on technical skills relating to Housing First
5. **Brokered consulting services** on a range of needs from client prioritization and assessment to system planning for communities working to end homelessness.
6. **Open source toolkits and training curriculum** that can be freely used and shared by individuals, agencies and communities across Canada.

The CAEH is **partnering** with Dr. Sam Tsemberis and Pathways to Housing (founder of Housing First) to train the trainers, support community training, provide quality assurance and the Canadian Observatory on Homelessness (owner of the Canadian Housing First Toolkit) on research and trainer curriculum development. We will be working with a network of consultants to provide brokered consulting services.

The **target markets** for our services are:

- HPS funded Community Entities, Community Advisory Boards and funded agencies;
- community leaders funding or initiating Housing First programs (for example Municipal Social Service Providers in Ontario or Community Based Organizations in Alberta); and,
- Local agencies across the country running Housing First programs or wishing to implement these types of services.

For more information:

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