

Project Manager – Addiction Recovery and Employment

A. Streetohome Foundation

Streetohome Foundation was created based on the premise that the private sector could bring new funding, innovative ideas and opportunities for collaboration to broker and leverage sustainable solutions to homelessness in Vancouver. Streetohome works closely with its partners (BC Housing, City of Vancouver and Vancouver Coastal Health) to leverage resources while at the same time optimizing the use of limited resources.

Since its inception in 2008, Streetohome has raised almost \$30M privately and committed resources to 21 building projects with 1325 units. This has resulted in the creation of homes for more than 1800 individuals, including children, youth, single adults, couples, families and seniors. Combined with homeless prevention programs, that include the Vancouver Rent Bank, Streetohome will have directly helped more than 2700 vulnerable people find stability in their lives.

Streetohome's tagline, 'changing lives, building futures', represents the organization's comprehensive approach to supporting individuals with lived experience of homelessness. It also underscores that Streetohome will not be able to build itself out of homelessness in Vancouver. Individual wants and needs extend beyond housing and often include employment and addiction recovery goals that may require overcoming barriers along each individual's life path.

Research has clearly demonstrated that people experiencing homelessness want to work. Only 23% of the homeless population in Vancouver are employed to some extent, according to 2016 Vancouver Homeless Count data. Streetohome's Employment Access Committee is committed to ensuring that these individuals be given opportunity and the support they need to succeed.

The 2016 Vancouver Homeless Count data also revealed that 53% of the homeless indicated that they are living with substance use disorders. Streetohome's Addiction Recovery Working Group and Addiction Recovery Committee are working towards identifying solutions that remove barriers and support the needs of individuals when they are ready to address their addiction.

B. Role Overview

Streetohome is seeking an enthusiastic individual, dedicated to making a difference in our community, who enjoys a challenging and rewarding environment. This is a temporary, full time position (12 months with a possible extension to 24 months). The position reports to Streetohome's CEO.

In an office with an existing team of three, the incumbent will have finite administrative support from the Administration, Donor and Project Manager (Addiction Recovery) and the Communications, Grant Writing and Project Manager (Employment). The incumbent will be supported by the Addiction Recovery Committee, Addiction Recovery Working Group and Employment Access Committee. The position will also liaise with a project manager at *Work With Us* (TPD HR and Workforce Solutions' charitable arm).

The incumbent will be responsible for: translating separate addiction and employment project concepts into respective project plans; mobilizing Streetohome Committees and Working Groups to complete targeted activities that will inform projects; and implementing approved project plans for Streetohome Foundation. This work will include: developing stakeholder consensus; consulting with Streetohome Partners for expertise-specific product streams; and project management - controlling overall scope creep, budget and timelines.

The successful candidate will be responsible for developing regular, high quality, substantive project status updates for Streetohome's CEO that can be shared with Streetohome Partners (BC Housing, City of Vancouver and Vancouver Coastal Health) as well as Streetohome Committees, Working Groups, Board and other stakeholders (Vancouver Police Department, St. Paul's Hospital, First Nations Health Authority, Addiction Recovery Service Providers, Employment Service Providers, Supportive Housing Providers, Provincial Health Services Authority, Ministry of Social Development and Social Innovation, and Ministry of Health) as appropriate.

C. Key Responsibilities

- Establishes detailed project charter, plans and objectives to outline timelines and project deliverables. Executes project plan according to project methodologies; ensures successful and coordinated completion of project components; facilitates consensus with Streetohome Partners and stakeholders as needed and ensures readiness for project implementation.
- Tracks project according to project plan and identifies metrics. Monitors and reports on the status of projects and major barriers encountered. Makes recommendations to Streetohome's CEO regarding project scope and related changes required to facilitate a successful outcome. Implements and contributes to effective processes to assess project risks, identify risk mitigation strategies and monitor risk throughout the project lifecycle.
- May assist in the development of project operational budgets as part of business case development or project planning. Responsible for monitoring and preparing summaries on variances in planned project capital and operations budgets including change decisions by funding partners in terms of numbers of individuals served under each project model.

D. Desirable Qualifications

Education

- Post graduate degree in Business Administration, Health Services Administration or a similar field of study.

Experience/Knowledge

- Comprehensive knowledge of project management principles and methodologies with a minimum of 5-7 years recent related experience that includes facilitating and managing collaborative consultation processes with a wide range of stakeholder groups.
- Experience developing business cases, project charters, work plans and communication strategy and subsequently, executing within stringent timelines and making recommendations (as appropriate) regarding the implementation of initiatives based on learning gained during the project life cycle.
- Understanding of available resources for projects and applicable stakeholder groups in Vancouver and demonstrated experience using effective facilitation, persuasion and negotiation abilities to achieve consensus, resolve conflict and attain desired outcomes. An understanding of the intricacies of dealing with various levels of government (provincial housing, health and employment ministries and municipal government) and having already established relationships and trust is considered an asset.
- Experience implementing PDSA cycles to test changes by developing a plan to test each change (Plan), carrying out the test (Do), observing and learning from the consequences (Study), and determining what modifications should be made to the test (Act) is considered an asset.

- Project Management Professional designation and awareness and understanding of the issues of homelessness, mental health & addictions, poverty and employing marginalized individuals are considered an asset.

Skills

- Excellent communication skills in terms of interpersonal and written - skilled in the use of 'plain language' to communicate complex data and ideas in business cases and project status updates succinctly.
- Demonstrated ability to utilize initiative, vision, independent thinking and creative problem solving abilities to implement project plans and realize project completion.
- Ability to operate and deliver results under pressure, manage diverse and competing priorities and meet deadlines.
- Discretion in handling confidential information related to donors, Streethome Partners, Streethome Board, Committees, Working Groups and other stakeholders.
- Excellent proficiency in Microsoft Office and Project Management applications.

Core Competencies

- *Leading People (individuals and organizations) and Change Management:* Communicating clearly, fostering potential, leading with vision, inspiring and engaging, sharing ownership of project and successes, working toward organization and individual receptivity, adoption and system integration.
- *Adaptability:* Demonstrate a willingness to be flexible, versatile and/or tolerant in a constantly changing environment while maintaining effectiveness and efficiency; and the ability to be self-directed in terms of prioritizing and multi-tasking while knowing when to refer issues/ask for help.
- *Build and Maintain Relationships:* Establish and maintain positive working relationships, both internal and external, to achieve the goals of Streethome, while obtaining buy-in and support to ensure the success of projects and achievement of win-win strategies for Streethome Partners.
- *Cultural Competency:* Able to work with individuals and organizations from a wide variety of cultures, abilities and perspectives, particularly with those from marginalized groups.
- *Business Acumen:* Managing project with moving parts directly influenced by Streethome Partners with ability to manage overall process by respecting competing interests of housing, health and employment, identifying common wins and tapping political astuteness.

Note: Equivalent education, experience and skills will be considered.

E. How to Apply

Interested candidates should submit a cover letter and resume to Dr. Rob Turnbull, President and CEO, Streethome Foundation, c/o Tracey Harvey, Office Administrator, traceyh@streethome.org by February 26, 2017.

We kindly ask for no phone calls please. Due to the large number of applications Streethome receives, only candidates who are selected for an interview will be contacted. We thank all applicants for their interest in Streethome Foundation.

Those selected for an interview will be asked to discuss examples from their project management portfolio as part of the interview process and provide one or more samples of project plans/status reports that are in the public domain.