



## JOB DESCRIPTION

**TITLE:** Cosmo Program Coordinator

**PROGRAM:** Operations (Reporting to the Policy and Program Manager)

**JOB GOAL:**

This program of coordinated services and supports delivered in concert with a custom-built transitional supportive housing project located at the Cosmopolitan Hotel (Central City Foundation, CCF) will provide a safe haven within which women will pursue their journeys to healing and wellness.

The Women's Healing Program will include reciprocal agreements with community-based service organizations and will be guided by a steering committee of 6 community-based representatives, together with VNHS and CCF, to ensure the opportunity to share learning, identify gaps in services, and ongoing evaluation of the program.

Together with the steering committee of community partners, the Cosmo Program Coordinator is responsible for monitoring and executing supportive, appropriate, culturally sensitive and relevant programming that meets the needs of the program participants in the Cosmo Women's Healing Program and helps them to grow and succeed in moving on to stable and permanent housing upon the completion of their transitional program.

Reporting to the Policy and Program Manager and working collaboratively with the Supportive Housing Manager.

**PERFORMANCE RESPONSIBILITIES:**

In the performance of these responsibilities, the Program Coordinator is accountable for:

- Developing and leading with the steering committee and Elder advisor culturally designed programs that are offered to ensure the respect, safety and security of program participants, staff and visitors are maintained within the policies, procedure and philosophy of Vancouver Native Housing Society.
- Assisting the Policy and Program Manager and Steering Committee in the development of appropriate programming, and overseeing the coordination of these programs to meet and support the needs of participants
- Proposing potential solutions when faced with a new complex problem, even where little or no precedent exists, considering the needs of all collaborative groups, external and internal stakeholders and budget constraints
- Supervising the on-site Tenant Support Workers and the program's external community support network to ensure that all program plans are viable and reflective of participant need
- Building the community-based service network and facilitating the steering committee
- Building strong partnerships and establishing clear lines of communication with Tenant Support team and community service network
- Implementing effective schedules and deadlines for meeting project and program deliverables

- Ensuring that Tenant Support Workers and workshop facilitators understand their roles and program deadlines
- Building positive relationships with residents and support their personal development, encouraging healthy life choices and involvement in building and community activities
- Maintaining manual and computerized records and documentation of all programs related data
- Ensuring that program operations comply with all required Privacy and Occupational Health and Safety standards and regulations including WHMIS, Bullying and Harassment Awareness, Privacy and Food Safe
- Maintaining an inventory of needed program supplies and replenishing as needed
- Working with Policy and Program Manager, Steering Committee and Property Manager to establish effective stakeholder management as well as financial literacy of program parameters and operational budgets
- Working in unison with the Supportive Housing Manager, Property Manager and key community partners in delivering the mandate of safe and affordable housing to vulnerable and marginalized populations.
- Attending regular staff meetings, tenant meetings and additional program and community meetings as directed
- Providing support and direction to tenants, volunteers and/or community placements assigned to programming work by performing duties such as demonstrating tasks, monitoring work, and providing constructive feedback
- Updating job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Participating in training outlined by Supervisor and or Senior Management
- Working to empower all VNHS tenants with appropriate levels of supports and resources and creates policies that encourage and supports tenants to make healthy choices and practice personal accountability
- Assisting in the acquisition of funding for social/cultural programs for residents of various communities within the VNHS portfolio
- Evaluating programs and measure progress and impact for project grants and social purpose real estate and coordinate / develop reports on progress and impact for the Board and community (e.g., Strategic Plan Progress reports).

## **QUALIFICATIONS:**

### **Education, Training & Experience**

- Post-Secondary Degree or Diploma in a relevant subject, plus five (5) years of related experience or an equivalent combination of education, training, and experience
- Basic First Aid Training Certificate
- Minimum 3 years of Supervisory experience
- Eligibility to be bonded
- Crisis Intervention Skills Training an asset

## **Knowledge, Skills & Abilities**

- Demonstrated knowledge and familiarity with community resources including the mental health system and related agencies, welfare system, and addiction support services
- Demonstrated ability and proven success in managing a team
- Demonstrated suitability to work with disadvantaged and challenging demographics in a supportive and balanced manner
- Familiarity with the issues facing Indigenous and marginalized individuals
- Knowledge of Indigenous culture
- Demonstrated ability to work independently as well as in a team setting
- Strong verbal and written communication skills
- Demonstrated ability to foster a fair, non-judgmental and respectful working and living environment
- Sound knowledge of office administration procedures
- Sound knowledge Microsoft Office Suite
- Familiarity with VNHS mission, mandate, and current issues
- Ability to work occasional flexible hours
- Knowledge of transitional housing programs
- Knowledge of the Residential Tenancy Act and tenant/landlord rights

## **TERMS OF EMPLOYMENT:**

1. According to terms of the staff manual
2. Appointment is subject to 6 months probationary period