



Job title:	<i>Coordinated Access Communications Coordinator</i>
Department:	<i>Community Development</i>
Reports to:	<i>Executive Director and Team Lead, Community Development</i>
Hours of work:	<i>8:30 a.m. – 4:30 p.m.</i>
Issued:	<i>March 2021</i>

Job purpose

Under the direction of the Executive Director and Team Lead, Community Development the Coordinated Access Communications Coordinator will be responsible for organizing and articulating the initiatives of the Homeless-serving sector in Durham Region. The successful incumbent will help to communicate the strategies and deliverables of coordinated access to key stakeholders. This includes Homeless Individual and Family Information System (HIFIS), the By-Name List (BNL), Case Conferencing, Sector Meetings (DACH, DHAN and DARHN) and the Housing Community Portal Website.

The Coordinated Access Communications Coordinator will act as a liaison between stakeholders, relevant regional staff and the community to develop an effective communications strategy for the housing and homeless prevention initiatives in Durham.

This role will work collaboratively with the Durham Housing Advisory Network (DHAN) to help achieve strategies that collectively reflect the community.

The Coordinated Access Communications Coordinator will liaise with the Durham Region Homelessness prevention team to establish and deliver an effective sector communications strategy, as outlined in Org Code report. This will be executed collaboratively with stakeholders from the Homeless-serving sector using community development principles.

Duties and responsibilities

- Assists with developing a communication plan for Durham Region coordinated access strategy.
- Ensures pertinent information regarding Coordinated Access flows effectively through DHAN. (This could include monthly community update newsletters or other communication tools that serve as a consistent flow of information to the community)
- Works closely with the HIFIS Coordinator and Team Lead, Community Development to develop strategies regarding HIFIS

- Maintains and updates Regional Homelessness sector 'portal' website with relevant content and assist with annual HIFIS report
- Refers homelessness-sector requests to the appropriate source, i.e. donations, volunteering, committee meetings, statistics etc.
- Continue to promote Chalmers Durham as a referral system for the homelessness sector
- Provides administrative support to CDCD's Community Development department and sector meetings as needed
- Liaises with stakeholders within the Durham Social Service sector to promote awareness of the project and solicit participation
- Seeks new partnership opportunities with relevant community stakeholders
- With approval, works with the Community Development Team on advocacy projects and initiatives including workshops, community meetings, media releases, and report writing
- Helps to build and develop CDCD Community Development and Research program through outreach and participation in community-based initiatives
- Serves as a point of contact for new grassroots organizations to meet stakeholders within the homelessness support system
- Participates in promoting positive workplace culture through agency committee membership and activities
- Other duties as required

Core Competencies

Valuing Diversity and Social Justice

Supports and promotes an environment that ensures opportunities for all residents, regardless of race, ancestry, ethnic origin, citizenship, religion, gender, sexual orientation, gender identity, age, family status, or disability. Fosters a climate of inclusion, where diverse thoughts are freely shared and integrated, and works to ensure that all groups and individuals receive fair treatment and an equitable share of the benefits of society.

Culturally-Sensitive

Recognizing, understanding, and applying attitudes and practices that are sensitive to and appropriate for people with diverse cultural socioeconomic and educational backgrounds, and persons of all ages, genders, health status, sexual orientations and abilities.

Advocacy

CDCD firmly believes in the importance of education and dialogue to enhance the quality of life for all Durham residents. Our mandate as an organization is to ensure that we work with our community to ensure that disadvantaged groups such as individuals recently immigrating to Canada, persons with disabilities, the LGBT community are considered and included in local planning and policy development. This may involve interventions such as speaking, writing, or acting in favour of a particular issue or cause, policy, or group of people. In the social services sector, advocacy is expected to be in the public interest, as opposed to lobbying by a special interest group may or may not be in the public interest.

Community Participation

Work collaboratively with local community to enable members of a community to participate directly in decision-making about developments that affect the community. This covers a spectrum of activities ranging from passive involvement in community life to intensive action-oriented participation in community development.

Job-Specific Competencies

Community Knowledge

Ability to express vast knowledge of Durham Community, as well as intelligence in social, government and community services.

Technical Knowledge and Design

Able to utilize online and technical platforms to effectively communicate agency information to the community, and helps to forward the goals of stakeholders using these platforms

Planning and Organization Skills

Create and strategize ways in which to complete tasks in a practical manner. Organize ways in which to fulfill tasks with a controlled method.

Analytical Thinking

Understanding a situation by determining key needs, breaking it into parts, studying a problem in a systematic way, identifying casual relationships, anticipating obstacles, considering several explanations/plans, making logical conclusions.

Problem Solving

Ability to address a problem and facilitate ways in which to solve the issue. Potential to assist people with problems they may have and plan ways in which to help solve the concern.

Presentation Skills

Effective in a variety of formal and informal presentation settings by commanding attention. Manages group process during the presentation and is cognizant of audience response and able to adapt content and style accordingly.

Written Communications

Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that instigate appropriate actions.

Qualifications

- A post-secondary degree in the social sciences, education, or communications with an emphasis on community development
- Advanced knowledge of Durham Region's housing and homeless-serving sector
- Understanding of the Housing Sector's Coordinated Access and Built for Zero Strategies
- Proven experience working with marginalized population
- Demonstrated understanding of the community development and social planning process
- Knowledge of the Durham Region and its municipalities, as well as other GTA communities
- Knowledge of HIFIS and the By-Name List an asset

Coordinated Access Communications Coordinator

- Experience in project management is a definite asset
 - Strong expertise of Word Press, social media and Canva
 - Experience utilizing social media platforms to promote professional campaigns and information to the community
 - Excellent interpersonal, written, oral communication and facilitation skills
 - Self-motivated and has a demonstrated ability to set priorities and handle multiple tasks simultaneously
 - Ability to work independently as well as in a team
 - Demonstrated critical thinking skills
 - Eagerness to learn with a positive attitude
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The job incumbent may be required to perform other duties as assigned.

Additional Requirements

- The *Coordinated Access Communications Coordinator* will need to be flexible in the case of attending evening and/or weekend meetings and events as required
- A valid Ontario driver's license (Class G), use of a vehicle and insurance with the ability to work in a variety of settings is an asset
- Successful candidate must provide an acceptable vulnerable criminal record search prior to commencing employment

APPLICATION PROCESS: Applicants are requested to submit their resume and a covering letter stating salary expectations, while outlining their strengths, experience and aptitude to fulfil the position requirements.

Please submit applications via email, with “*Coordinated Access Communications Coordinator*” in the subject line, to: hr@cdcd.org. We would appreciate no phone calls or agencies.

CDCD thanks all applicants for their interest; however, only those asked for additional information and/or selected for an interview will be contacted.

CDCD is committed to providing equal opportunity to all employees. We strive to create a diverse and inclusive workplace represents the cultural mosaic of our great city and the communities we serve. We recognize the value that comes from the different viewpoints, unique experiences and diverse perspectives of our employees, who bring fresh, new ideas to our business. Diversity plays a key role in our ability to deliver on our mission of providing clean, safe and affordable homes for tenants.

CDCD is strongly committed to diversity and inclusion within its community and encourages applications from Indigenous peoples, racialized persons/persons of colour, persons with disabilities, women, LGBTQ2S persons, and others who may contribute to fostering innovative ideas and solutions.

As an employer, CDCD has a duty to accommodate at all stages of the hiring process in accordance with the Ontario Human Rights Code, and the Accessibility for Ontarians with Disabilities Act, 2005.