



IDENTIFICATION

Department	Position Title	
Housing Northwest Territories	Homeless Shelter Advisor	
Position Number	Community	Division/Region
93-17732	Hay River	Homelessness Programs

PURPOSE OF THE POSITION

The Homeless Shelter Advisor is responsible for overseeing the community level delivery of Housing NWT’s (HNWT) homelessness, transitional and supportive housing programs and services. This position provides services and supports to community organizations, shelter operators and shelter staff in the delivery of person-centered approach shelter services and programs across the South Slave and Nahendeh regions of the Northwest Territories.

SCOPE

Located in Hay River and reporting to the Manager, NWT Shelter Operations, the Advisor is a position accountable for the delivery of homelessness, transitional and supportive housing programs and services at shelters and sobering centers in the South Slave and Nahendeh districts that respect HNWT’s standards, policies and procedures; these programs and services could be delivered in facilities operated directly by Housing NWT or an external service delivery organization.

HNWT has a complex and multi-faceted mandate, that is delivered through many programs and services that stretch along the continuum of housing from homelessness to homeownership. These interventions impact the lives and support the aspirations of all walks of life, but especially the most vulnerable: homeless persons, children, victims of family violence, elders and persons with disabilities. Often the success of government support is first predicated on sufficient, appropriate and affordable housing opportunities.

The position provides leadership and advice to the Shelter Operators in regards to the delivery of homelessness, transitional and supportive housing programs and services and the operations of their shelters. The Advisor ensures that all shelter staff are trained appropriately by delivering a variety of workshops and training seminars. They will also advise and assist

Shelter management with their funding applications and reporting requirements. Finally, they will assist shelter staff with complicated case management of clients, by navigating barriers to find resources.

The Advisor will also develop and maintain relationships with local governments and community organizations. They will represent HNWT's homelessness division within their district and are responsible for promoting and enhancing the organizations credibility and visibility.

The Advisor also ensures Shelters are compliant and operate within the federal and territorial legislation and policy framework. The position carries out its responsibilities in accordance with *Government of the Northwest Territories (GNWT) Acts, Statutes, Regulations, Directives, Policies* to effectively meet the needs of the clients served primarily in HNWT buildings and facilities.

Finally, the Advisor works closely with their colleagues in the Homelessness division to support consistent, community-based, culturally appropriate programs and services.

RESPONSIBILITIES

- 1. Monitors the operations of homeless shelters within their assigned geographical area to ensure the effective and efficient delivery of homelessness programs and services.**
 - Monitors and oversees the operations of shelter operators to ensure conformity to the Housing NWT's policies, and partnership agreements.
 - Completes shelter monitoring and trip reports during community visits and follow up on any undertakings that were identified.
 - Provides training for new shelter managers.
 - Completes assessments of shelter operations and implements training and recovery plans where necessary.
 - Applies appropriate program indicators related to Housing NWT homelessness programs and maintains appropriate data.
 - Monitors and analyzes the budgets and expenditure ensuring that the GNWT financial guidelines and practices are conformed, and financial records are maintained.
 - Provides guidance and assistance to shelter operators in the area of human resources including recruitment, performance reviews and staff development. The Advisor may need to provide direct supervision of shelter staff in situations where Housing NWT needs to take control of a shelter for emergency reasons.
 - Recommends changes to policies, processes and or programs in order to improve results.

- 2. Provides leadership and advice to staff of shelters operators in order to achieve the desired level of programs and services.**
 - Advises and assists shelter operators on homelessness funding programs and services, including on project applications, including capital funding proposals for the development of new homelessness or community housing projects.
 - Develops and administers contracts with organizations, consultants, and contractors.

- Assists shelter staff with complicated case management of shelter clients by helping them with navigating barriers to find resources or by providing referrals.
 - Ensures shelter staff are aware of homelessness funding and programs and ensure they are promoting these to the shelter clients.
- 3. Delivers homelessness program and services training courses, workshops and webinars to shelter managers and their staff.**
- Coordinates delivery of developmental opportunities, including workshops within the assigned geographical area.
 - Delivers prepared program curriculum, lesson plans and lessons.
 - Collaborates and advises on the development of training materials so that they are developed in a manner that is easily delivered and understood within the smaller communities in NWT
 - Evaluates the participants' understanding of directions, concepts and progress and provide supplementary lessons if needed.
 - Keeps records of training delivered and their results.
- 4. Supports the evaluation of homelessness programs and services, to ensure that they meet the corporate mandate and priorities.**
- Supports the coordination and steering of evaluations conducted by consultants.
 - Monitors client and community reaction to current homelessness programs.
 - Recommends program policies, regulations and procedures for evaluation.
 - Supports the implementation of a dedicated data reporting tool in shelters.
- 5. Leads and participates in activities that enhance the delivery of homelessness programs and services at the community level and improve the public's awareness of the programs and services offered by HNWT.**
- Participates in community information and consultation sessions to provide opportunities for interaction, comments, and feedback in order to improve communications and promote the HNWT programs and services.
 - Works with governments in their assigned geographic area on approaches to help address homelessness.
 - Maintains working relationships with key non-government organizations to better understand their operating pressures and to get advice and input on housing needs and homelessness activities that are culturally appropriate.
 - Attends Shelter Operator meetings, including their annual general meetings, to discuss the activities of the HNWT, including the processes that are in place to handle complaints and concerns such as the Housing Corporation's Appeal Process.
 - Provides input and collaborates in the development and delivery of the HNWT's homelessness programs to ensure that current, and new programs, are designed to meet the housing needs of communities.
 - Participates in research projects, special initiatives, and other projects that support the development of homelessness programs and services in communities.
 - Provides key advice to the Manager to be used for the preparation of briefing notes, issue papers, community status reports, Policy Review Committee Submissions, and discussion

papers. When required, will collaborate on the development of such documents.

- Support the work of colleagues in the Homelessness division.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions

Sensory Demands

No unusual demands.

Mental Demands

The incumbent will be required to travel to communities (1-2 trips per month).

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the Homelessness industry, corporate strategies, and policy and government service delivery.
- Knowledge of residential school, trauma informed, and culture-based practices.
- Knowledge of and/or the ability to acquire and apply knowledge of Housing NWT policies and programs, *NWT Housing Act, Residential Tenancy Act and Social Assistance Act*.
- Knowledge of intergovernmental relations, indigenous governance, land claim and self- government negotiation.
- Knowledge of mental health, substance abuse best practices and programming.
- Knowledge of Income Assistance, Employment and Education programming.
- Knowledge and skills in management of human and financial resources and management of activities to achieve overall objectives.
- Critical thinking and decision-making skills.
- Ability to identify problems, assess, identify relevant issues, develop proposals, and propose effective solutions.
- Organizational, writing and editorial skills.
- Skilled with computer software applications including Microsoft Word, Microsoft Excel, PowerPoint and Microsoft Outlook.
- Interpersonal and communications skills exercising significant tact and discretion.
- Leadership and team building skills.
- Ability to provide trauma informed support and program delivery and training.
- Ability to collaborate, influence and lead. Able to effectively manage multiple stakeholders in a complex, hierarchical organizational structure.
- Ability to speak in public, develop and deliver clear, effective presentations using a content and style adapted to and likely to influence the intended audience.

- Ability to facilitate and manage meetings.
- Ability to interact with other multiple levels of governments, departments, indigenous organizations and communities.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A degree in Social Work, public administration, business administration, or leadership, with two years of relevant experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- No criminal records check required
- X Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) Intermediate (I) Advanced (A)
 - READING COMPREHENSION:
 - Basic (B) Intermediate (I) Advanced (A)
 - WRITING SKILLS:
 - Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: Select language

- Required
- Preferred