



Homelessness System Coordinator

Human Services, City of Kawartha Lakes

The City of Kawartha Lakes is seeking an individual to fill a new permanent full-time Homelessness System Coordinator position.

Located on the Trent Severn Waterway in central Ontario, the City of Kawartha Lakes offers a unique mix of urban, rural and waterfront living to its growing population of 75,000. The City is a progressive, forward-thinking community with a positive business environment and a thriving artistic community. Recognized as a prime tourist area for its year-round leisure opportunities, Kawartha Lakes is rich in culture and heritage, a strong agricultural community, and abundant in all the amenities being sought by residents and visitors alike.

Essential Duties of Position

- Analyze data, forecast trends and make recommendations for program development and planning decisions that are responsive to regularly reviewed community needs
- Coordinate local knowledge mobilization (current and historical), completing key projects and acting as a resource in the community related to specific homelessness services and related community measures
- Conduct research, evaluate and monitor the status of relevant Human Services homelessness initiatives
- Design and direct public surveys and data collection initiatives; entering results into the database
- Coordinate assistance between agencies; sharing results of local data collection and planning activities
- Act as facilitator to the homelessness committee
- Edit shared data registries to ensure continuous up to date information
- Write reports and presentations in support of Human Services homelessness initiatives with accountability to the City and Ministry activities
- Write draft Standard Operating Procedures for planning and evaluation of programs, revising as necessary
- Provide community training and workshops and maintain quality assurance as directed
- Write draft grant funding proposals and agreements for approval including post-grant award reporting requirements
- Present status reports to Agency Boards and key stakeholders Troubleshoot and resolve database software issues in cooperation with Information Technology staff; addressing concerns, testing enhancements/upgrades, recommending improvements, ensuring support and training to all users
- Occasional travel to various work locations is required to fulfill the job duties of the position
- Perform other related duties as assigned

Requirements and Qualifications

- Three year post-secondary degree specializing in social sciences that includes social/community program development
- Minimum 3 years related work experience researching and analyzing data
- Demonstrated experience in areas of advanced data and statistical analysis and the ability to fairly and objectively review decisions within the context of the Department's mission and objectives
- Detailed knowledge of related municipal and provincial social service programs and legislation
- Proven client service competencies including strong interpersonal and communication skills, ability to develop and maintain cooperative working relationships both within and outside the organization, active listening and questioning skills including common structured questioning techniques; ability to reason and troubleshoot, stress and conflict management skills, ability to provide detailed and accurate verbal and written technical guidance and support to clients
- Ability to demonstrate initiative consistently with commitment to quality improvement, sharing process improvement initiatives with management



- Demonstrated organizational and time-management skills including the ability to work both independently and as part of a team, and work methodically and prioritize workload to meet multiple demands and deadlines effectively with minimal supervision
- Demonstrated professional and ethical responsibility to protect privacy, use confidential information appropriately, treat sensitive situations with appropriate degree of tact and discretion
- Must be able to satisfy provincial security protocol
- Demonstrated proficiency in Microsoft Office, the internet, and any other related software
- Upon a conditional offer of employment, a Criminal Record Check, including a Vulnerable Sector Search, will be required

Annual Salary: \$29.79 - \$36.47 hourly (35 hour work week)

Interested applicants are encouraged to apply on or before F through the Careers page on our website: <https://www.kawarthalakes.ca>

We will accommodate the needs of applicants in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise Human Resources to ensure your accessibility needs are accommodated throughout this process.