

System Planner

The Calgary Homeless Foundation

The Calgary Homeless Foundation (CHF) is a registered charity that exists to end homelessness in our city. Through Systems Leadership and mobilization of collective impact CHF is a catalyst and enabler for Systems and Service Agencies to optimize client success. CHF is committed to moving forward in partnership with the many homeless-serving agencies, the private sector, all four levels of government (Federal, Provincial, Municipal and Indigenous), the Indigenous and faith communities and all Calgarians to end homelessness in Calgary. We are looking for passionate, entrepreneurial and talented people with a knowledge of Indigenous culture to join our action-oriented, high impact team.

The Position

Reporting to the Director of the Homeless Serving System of Care, the System Planner plays a key role in the implementation of CHF's strategic direction and system coordination priorities focusing on program investments and liaison with partner agencies. This role also provides feedback to the Director of the Homeless Serving System of Care in decision making and will have opportunities to assist in providing the implementation of an internal Indigenous Strategy that will enhance CHF's capacity to be informed by, and amalgamate, an Indigenous lens throughout the business of the organization. CHF honors the intentional journey that it and members of the Indigenous community have begun together in action of reconciliation. The System Planner will also work alongside the Director of Indigenous Strategy and Relations to ensure that CHF's Indigenous Strategy is authentic to the needs of Calgary's Indigenous community; aligned with CHF's Strategic Directions and Business Plans; and supports CHF's four strategic pillars of work – Research & Development, Community Mobilization, Funder of Outcomes and Impact, and Public and Political Will.

The System Planner will provide effective stewardship of funds through program reporting, monitoring and oversight of an assigned portfolio of projects delivered by community agencies under contract with the Foundation. This role works closely with assigned agencies and supports the design of programs and their performance measurement, particularly through the implementation of monitoring and remediation and technical assistance to homeless serving agencies.

Our Staff

CHF staff are action oriented individuals who are catalytic leaders, courageous collaborators, evidence inspired and vision dedicated. They choose to bring their professional expertise and personal talents to the non-profit sector, to add value to the full community. They work cooperatively with others in a strong team environment; demonstrate flexibility in organizing and undertaking work; show a high degree of initiative, discernment and resourcefulness; exhibit excellent communication and relational skills; demonstrate thoughtfulness and intelligence in decision making; and are focused on creating positive outcomes for persons without homes, as articulated in Calgary's Plan to End Homelessness.

Accountabilities and Deliverables

- Foster collaboration, cooperation and teamwork following a Collective Impact approach – Promote an environment of cooperation, collaboration and partnerships with colleagues, stakeholders and funded organizations, ensuring role clarity and working toward collective success.
- Act as a key liaison between assigned portfolio and CHF to reinforce and/or provide information and support regarding CHF direction, requirements, processes and systems with system of care partners.
- Monitor program delivery and attainment of benchmarks through:
 - Working with the Research and Data and Systems Planning teams along with funded agencies to assess qualitative and quantitative indicators of program performance
 - Conduct annual reviews of program performance
 - Undertake analysis of program/funding submissions including monthly, quarterly and annual reports, budgets, financial statements, and year end audited reports to ensure agencies in assigned portfolio are operating in a fiscally and programmatically responsible manner
 - Develop and assist in the implementation of any remediation plans to build the capacity of the agencies and programs and enhance performance
- Support the CHF's annual funding cycle, business planning and Request for Proposal (RFP) processes including:
 - Development of funding requirements, program performance measures and benchmarks that align with The Plan to End Homelessness.
 - Provide input into the design of programs and processes, particularly program type, targets, eligibility criteria, referral processes, and performance measures to ensure the systems approach to ending homelessness in CHF investments.
 - Working with the CHF Research team, ensure best and promising evidence-based practices guide program design and continuous improvement.
- Assist the Director of the Homeless Serving System of Care to improve the Foundation's ability to analyze emerging trends, develop enhanced program intelligence and support the continuous improvement of program development and implementation processes.
- Identifies and promotes opportunities to support and enhance the integration of the internal Indigenous Strategy by identifying different approaches to achieve key results and deliverables within CHF's Strategic Directions and Business Plans.
- Assist in developing system of care frameworks for programs and services from an Indigenous perspective.

Education and Experience

- The ideal candidate will possess the minimum of a Bachelor's degree in a research, planning, business, leadership/management, or social services related program. An Indigenous Studies Degree or certificate would be beneficial.
- Demonstrated work experience as a collaborator, leader, and manager of programs, projects requiring Indigenous engagement and partnerships; engagement of Elders in developmental processes would be considered an asset.
- Excellent verbal and written communication skills, including preparing reports and briefing notes for presentation at senior leadership and board levels.

- Knowledge of and experience with the diversity of Indigenous peoples in Calgary and Indigenous protocols, including awareness of the relevance of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and the Truth and Reconciliation Commission's (TRC) Calls to Action to the work on reconciliation.
- Knowledge and understanding of Indigenous lived experience, Indigenous knowledge systems, colonization, intergenerational trauma, the complexities of homelessness and Indigenous peoples, and Indigenous perspectives on housing and homelessness in Calgary, the province, and at the national level.
- Demonstrated proficiency with Microsoft Suite, including Word, Excel, and PowerPoint Presentations.

General Competency Requirements

- **Cultural Competency:** Has the ability to work with diverse groups of peoples. Demonstrates understanding of the complexities associated with identity, place, cultural beliefs and practices, historical traumas, and contemporary social justice issues that can impact relationships and methods of communication with diverse audiences.
- **Culturally Congruent:** A passion for, belief in and communication of the CHF vision, mission and values. Will promote a transparent, ambitious, goal and achievement oriented culture. Demonstrates a strong service ethic and customer service approach.
- **Building Effective Teams:** Creates strong morale and spirit in her/his team; shares wins and successes; fosters open dialogue; delegates appropriately to team; defines success in terms of the whole team; creates a feeling of belonging in the team.
- **Collaborative and Collegial:** Works well with others, whether at the most senior levels, with direct reports or with others across the organization. Understands how to work with the community in a collaborative manner.
- **Analytical:** Able to quickly assess situations, build appropriate plans and execute those plans flawlessly. Willing to work at all levels - from broad strategy to execution detail.
- **Strategic Perspective:** Has the ability to adopt a long-term view of CHF strengths and weaknesses and see the whole picture in complex situations.
- **Financial & Business Acumen:** Can apply the principles of finance, accounting and business management within a not-for-profit environment and recognize opportunities and identify risks. Has deep understanding of financial principles and the impact of financial information and decisions on the CHF. Can apply the principles of finance and business management to recognize opportunities and identify risks.
- **Results Oriented:** Sets high standards of performance including setting goals and priorities that maximize available resources to deliver results against the CHF direction, objectives and public expectations. Will monitor progress and make adjustments as necessary on an ongoing basis.

- **Project Management Skills:** Proven strong project management skills with ability to multi-task and set priorities within tight timelines.
- **People Development:** Demonstrated commitment to promote and foster the long-term success and growth of employees, including identifying developmental opportunities and providing coaching and follow through to achieve goals.
- **Enhancing Organizational Image:** Focus on building and protecting the image, reputation and long term interests of the CHF including promoting the CHF's reputation as a leader in ending homelessness.
- **External Awareness & Political Acumen:** Clear understanding of relevant economic, political, social and demographic issues impacting the CHF and demonstrated ability to mitigate risks and explain the impact of external events on the CHF.
- **Resource Management:** Is able to identify, obtain and effectively allocate resources required to achieve CHF goals and applies appropriate resources to problems and opportunities.
- **Credibility:** Demonstrated ability to build organizational trust in his or her professionalism, expertise and ability to create solutions and deliver desired outcomes.
- **Honesty & Integrity:** Demonstrates the highest levels of honesty and integrity in all dealings with internal and external stakeholders.

All of the above capacities being equal in candidates (i.e. skills, general competencies, experience, etc.) preference will be given to the candidate who is First Nations, Metis or Inuit.

Application Deadline: 4:00 PM - Friday May 18th

Apply with your Resume and Cover letter to: careers@calgaryhomeless.com

Please note that the Calgary Homeless Foundation requires the successful candidate to provide a police information check as a condition of employment.