



JOB DESCRIPTION

JOB TITLE	Specialist, Transitional Support Programs
CLASSIFICATION LEVEL	Coordinator 2
MINISTRY/DEPARTMENT	Ministry of Housing and Homelessness
REPORTS TO	Manager, Housing and Homelessness Support Programs
DATE CLASSIFIED	

POSITION SUMMARY

The Specialist, Transitional Support Programs coordinates the day-to-day operations of MNBC's 2nd Stage Housing Program and assists with the development of the portfolio of gender-based violence programs. Their responsibilities encompass providing crucial housing assistance and support to both adults and families facing various challenges. This includes the pursuit of stable and self-sufficient living arrangements whenever feasible. The Specialist methodically identifies, evaluates, and addresses issues, devises adaptable action plans, and assists their clients in building life skills and prepares them for the next step in the housing continuum. Additionally, they ensure clients' fundamental needs are fulfilled and facilitate connections to pertinent community services. Maintaining accurate records and statistical data is an integral part of their role.

LOCATION

- Provincial Head Office – Surrey, BC.

DUTIES & RESPONSIBILITIES

- Coordinates the day-to-day operations of MNBC's 2nd Stage Housing Program and acts as the main point of contact for program participants.
- Assists in the development of gender-based violence programs and applications for funding with support from the Program Manager, Reaching Home and Manager, Housing and Homeless Support Programs.
- Assists with the development of, and updates existing, risk assessments for gender-based violence programs including 2nd stage housing.
- Works with clients to develop a customized independent living plan and set SMART goals with them to ensure their successful exit from the program.
- Ensures that program dues are being collected in a timely manner and that clients are connected to income assistance for financial support where necessary.
- Ensures proper completion of approval requests, cheque requisitions, and follows up on electronic fund transfers to/from clients.
- Completes needs assessments, applications, and forms with clients as well as intakes, discharges, and referrals to alternative programs.
- Provides navigation services to the next step of the housing continuum and connects clients to MNBC programs as well as provincial/federal programs and community organizations.
- Acts in a supportive role to the Program Manager, Reaching Home and is expected to learn and apply the guidelines and principles of the other Housing and Homelessness Support Programs and assist where needed.
- Enters accurate client information into a database in a timely manner. Keeps record of all interactions with clients.



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- Assists new staff, volunteers, or students.
- Is prepared to provide emergency 1st aid or naloxone to clients when working in the community or at a program site.
- Provides “on call” support and problem solving in the event of an emergency at the 2nd Stage House.
- Travels throughout the province to MNBC Chartered Communities, as required.
- Participates in committees and project teams as required.
- Undertakes related duties as assigned, consistent with the job grade of the position.
- Other duties may be assigned as needed to ensure the efficient operation of MNBC.
- Regular/ occasional attendance at meetings/ events that may require work and travel outside of normal business hours.

Supervision Given

- None.

QUALIFICATIONS

- Certificate in social work, psychology, criminology, or another related area of expertise from a recognized, post-secondary institution.
- Minimum of three (3) years of recent related experience working with victims of gender-based violence including one (1) year case management experience preferred.
- Current certificate in Occupational First Aid Level 1, or combination of First aid and CPR training.
- Current certificate in administering Naloxone.
- Combination of relevant experience, education, and training may be considered.
- Familiarity with community resources such as counselling, substance use, mental health, and employment programs.
- Strong ability to manage stress and organize workload.
- Demonstrated ability to understand and maintain clientele/worker boundaries.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Demonstrated ability to lead, problem solve, and utilize team-building skills.
- Proven ability to utilize strong interpersonal skills to deal with others effectively.
- Proven ability to prioritize tasks, meet deadlines, and work with minimal supervision.
- Proven ability to utilize, adapt and embrace new technologies, including MS Word, Excel and other database/software required by the role.
- Ability to travel throughout the province of BC to Chartered Communities, as needed.
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis people in B.C.



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- Possession of, or the ability to obtain, a Class 5 driver’s licence may be required.
- The position may require the completion of a Criminal Record Check and Vulnerable Sector Check.

MNBC VALUES

- **Manâcihitowin (Respect)** - We respect ourselves, others and all Creation.
- **Kwayes’kwât’sowin (Integrity)** - We hold integrity as a core value. We are honest with ourselves, our colleagues, our communities, and our partners. We are reliable and follow through on our word.
- **Ahtisihcikêwin (Innovation)** - We draw on the spirit of Métis innovation and bring forward our curiosity and creativity to problem solve and develop new solutions for our people.
- **Tâpahtiyim’sowin (Humility)** - We show and practice cultural humility and cultural agility. We are open to new ideas and recognize the wisdom that surrounds us from others who carry different experiences than ours.
- **Kisîwât’sowin (Kindness)** - We show and practice lateral kindness in our organization and to everyone with whom we interact on behalf of the Nation. We practice kaa-wiichitoyaahk (we take care of each other.)
- **Sipihkisôwin (Resilience)** - We are resilient and do not fear challenges or setbacks but remain courageous and learn from each step of the journey. We channel the courage of our Métis ancestors who faced adversity and remained resilient.
- **Atoskâtowin (Teamwork)** - We work together and actively seek opportunities to share information, collaborate on initiatives, and practice reciprocity for stronger outcomes. We embrace teamwork to achieve greater potential for success.