



**Alliance to  
End Homelessness  
Ottawa**

info@endhomelessnessottawa.ca  
PO Box 22021  
Ottawa, ON K1V 0W2  
343-552-0202

## **Job Description - System Planner**

### **Type of Position**

Full time, indeterminate position

### **Hours of Work**

37.5 hours per week, generally 9 am to 5 pm. May include some evenings and weekends.

### **Vacation & Benefits**

4 weeks of vacation, plus 3 personal days annually. Fridays off in July and August and office shutdown between December 24 and January 1. Extended benefits package and RRSP.

### **Salary**

\$65,000 - \$70,000 / year, depending on level of experience

### **Location & Office Environment:** Ottawa, Ontario

This job is a remote position, with in-person meetings and events required and occasional travel. The successful candidate will be provided with the necessary software and online collaboration tools to complete their duties. They will be provided with a laptop, monitor, keyboard and mouse, if needed. They are expected to provide their own internet connection and home office furniture, and to ensure that the workspace is adequate to ensure security of confidential information and intellectual property.

### **Description of Organization**

The Alliance to End Homelessness Ottawa is a member-driven coalition of over 75 organizations working together to prevent, reduce, and ultimately end homelessness in Ottawa. Our mission is to help the community act in a coordinated, effective way across the housing and homelessness system, so the whole community can end homelessness together. Our vision is to build a city mobilized to end homelessness.

We advocate, mobilize and choreograph community partners and members to end homelessness together.

The Alliance acts as the community-based backbone for collective impact projects in the housing and homelessness sector, maintaining strategic coherence, coordinating mutually reinforcing activities, managing engagement of partners and interested community members, communications, data collection and analysis, and evaluation for continuous improvement.



### **Job Summary**

Reporting to the Governance Director, the System Planner is part of a small team responsible for advancing data-informed planning, coordination, and system improvement across Ottawa's homelessness response system, with a focus on youth homelessness as part of Youth Homelessness Strategy.

The System Planner supports implementation of collective impact initiatives by coordinating partners, action plans, and collaborative activities across the Housing and Homelessness Leadership Table (HHLT) and Youth Homelessness Initiative. The System Planner serves as a connector and facilitator among project partners, helping move strategic priorities into action while maintaining alignment across sectors and initiatives.

### **Duties and Responsibilities**

#### **Strategy Implementation and Coherence**

- Coordinate implementation of collective impact action plans and strategic priorities.
- Track progress on initiatives, commitments, and deliverables.
- Apply process improvement tools and change management practices to support activities.
- Identify barriers to implementation and support problem-solving.
- Monitor and coordinate with related projects across sectors for redundancies, overlap and alignment.
- Provide support to sector organizations in aligning projects with common goals.
- Monitor emerging issues and opportunities within the system.
- Lead projects as directed.
- Develop, implement, evaluate and report on specific activities and projects identified in strategies and work plan.

#### **Partner Coordination**

- Build relationships with project partners across sectors.
- Maintain database of sector tables, working groups, organizations and contacts
- Facilitate collaboration among participating organizations.
- Support development of policies and protocols for coordination
- Coordinate meetings, consultations, and planning sessions.
- Organize and lead outreach, events and trainings
- Support communication and information-sharing among partners.
- Maintain records of partner commitments and activities.
- Support working groups and communities of practice as needed



### **Research and Continuous Improvement**

- Continuous Improvement
- Maintain up to date knowledge of best practices, research and policy
- Participate in research projects and activities identified in strategies and work plans
- Work with the Data Manager to develop training materials to support learning and improvement activities across initiatives.
- Gather partner feedback regarding implementation challenges and successes.
- Identify opportunities to improve collaborative processes.
- Contribute to evaluation and learning discussions.
- Support special projects as required.

### **Secretariat function**

- Provide administrative and logistical support to the HHLT and Youth Homelessness governance structures.
- Prepare agendas, meeting materials, and summaries.
- Coordinate reporting requirements and project documentation.
- Support strategic planning and priority-setting activities.
- Maintain project work plans and implementation schedules.

### **Leadership and Strategic Responsibilities**

- Contribute to strategic planning and organizational priorities.
- Manage work plans, budgets, and reporting requirements.
- Evaluate and report on outcomes.
- Champion equity, inclusion, accessibility, and reconciliation.

### **Other Related Duties**

- Schedule meetings for various Alliance working groups and committees
- Assist with set-up, tear-down and event management as needed for Alliance events
- Undertake special projects as assigned
- Provide support to team members as needed and work together on shared projects
- Undertake other related duties as assigned

### **Qualifications, Skills and Abilities.**

- Lived experience of homelessness and housing precarity is welcomed and valued.
- Experience working from a diversity, equity, inclusion, decolonizing, and anti-oppression framework is preferred.



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- Demonstrated knowledge and understanding of issues related to homelessness, affordable housing and poverty.
- Ability to work with diverse populations, including at-risk individuals.
- Comfort with ambiguity and ability to thrive in a fluid, entrepreneurial environment; willingness to “roll up one’s sleeves” and extend beyond formal responsibilities based on the needs of the work.
- Strong communication and interpersonal skills, ability to collaborate as part of a small team and also to work independently in a fast-paced environment.
- Exceptional written and oral communication skills in English. The ability to communicate effectively in both English and French is considered a strong asset.
- Diploma or university degree, or equivalent experience, in social work, social service work, community development, public administration, public policy, project management, communications, or a related field, or the equivalent in a combination of training and life experience.
- Key competencies include: project management skills, community outreach and coordination experience, commitment to collective impact, experience with continuous improvement framework, strong analytical and critical thinking skills, community engagement, coaching and facilitation skills, the ability to navigate change, risk, and uncertainty, comfortable managing conflict to a productive conclusion.