

# Integrated Coordinated Access (ICA) Technician

## **Community Subsector Collective Agreement**

BENCHMARK: Program Coordinator 2

CLASSIFICATION GRID: 38

BENCHMARK NUMBER: 82902

BENCHMARK TITLE: PROGRAM COORDINATOR 2

JOB FAMILY: CLIENT SERVICES

WAGE: \$27.84 - \$29.86 + benefits (.30 avg.)

ADJUSTED WAGE: \$36.19 - \$38.82

ANNUAL COST:

1.0 FTE: \$70,570 - \$75,699

0.8 FTE: \$56,456 - \$60,559

0.6 FTE: \$42,342 - \$45,419

## **JOB SUMMARY**

Reporting to the Contracted Operator and working closely with the Nanaimo Homeless Coalition and relevant committees:

The ICA Technician is responsible for the oversight of the ICA, including the ongoing administration, development, and continuous improvement of ICA systematized triage process. The Technician will work with community stakeholders to establish and execute efficient policies and procedures for ICA. This position will also maintain and expand systems mapping to ensure a real-time inventory and analysis of the local assets is in place using the HelpSeeker platform.

The Technician will provide collaborative leadership to service providers and community stakeholders in order to leverage the resources and supports of available community programs, enhance appropriate service matching and improve access. The ICA Technician will work to help lead systems change by establishing and maintaining effective working relationships with partner agencies and community stakeholders to realize positive outcomes for referrals and access to community services. This will include providing training and technical assistance, coordinating, facilitating, and/or participating in meetings and calls to monitor and to help remove barriers to Nanaimo's social safety net.

## **DUTIES AND RESPONSIBILITIES**

- Lead the implementation of the ICA initiative for Nanaimo including day-to day operation of ICA.

- Develop and implement strategies that advance the ICA framework, and tailor the model as appropriate in response to changes in the sector and the needs of the communities served.
- Manage the administration of the ICA, ensuring policies, practices, systems and tools are maintained and updated in serving the needs of community while meeting the mandate of the ICA Initiative.
- Ensure up-to-date systems map on HelpSeeker to leverage all community assets.
- Provide ongoing evaluation of the ICA prioritization process and the acuity tool, and contributes to and support the development of protocols and processes of the ICA system, ensuring effective and efficient operation of the model.
- Participate as necessary in any additional committees and/or working groups which arise from the chosen ICA mode.
- Ensure client consent and privacy are key cornerstones of ICA guidelines, policies and model.
- Working with the Coalition, its committees and the CE to provide continuous communication regarding ICA processes to stakeholders.
- May supervise staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
- Participates in recruitment and selection of staff by performing duties such as screening applicants, participating on interview panels, providing input into the development of interview questions, and making hiring recommendations.
- Performs other related duties as assigned.

<b>Percent of time Spent</b>	<b>Task / Responsibility</b>	<b>Description</b>
65%	Stakeholder Relations	<ul style="list-style-type: none"> <li>• Placement table meetings</li> <li>• ICA information meetings</li> <li>• Community engagement sessions</li> <li>• Annual check-ins with service providers</li> </ul>
25%	System Performance	<ul style="list-style-type: none"> <li>• ICA reporting and KPIs</li> <li>• ICA guidelines, documentation</li> <li>• ICA tool monitoring, assessments testing</li> <li>• ICA CMIS maintenance</li> </ul>
10%	Strategic Planning	<ul style="list-style-type: none"> <li>• ICA strategy development and planning</li> <li>• Support business planning/ strategic planning process with key input</li> </ul>

## **KNOWLEDGE, ABILITIES & SKILLS**

**Education:**

The ideal candidate will possess a minimum of a Bachelor's degree in a research, planning, Public Administration, Business Administration, Social Work, Community Planning or other relevant discipline. Preference will be given to those candidates in possession of a Master's degree or pursuing a Masters degree.

**Experience:**

- Recent, related experience of two years
- Or an equivalent combination of education, training, and experience
- Or other Qualifications determined to be reasonable and relevant to the level of work

Preference will be given to those candidates with considerable experience at the community level at building relationships and providing leadership to diverse stakeholders as well as existing local relationships or ability to build relationships. Demonstrated understanding of policy and systems change framework. Comprehensive knowledge of Coordinated Access (Coordinated Entry) models is an asset.

**Typical Skills and Abilities**

- Strong facilitation and presentation skills before multiple types of audiences
- Experience with complex project management and stakeholder management
- Demonstrated ability to lead community change processes
- Intermediate level skills with computer applications and software and knowledge of complex database structure
- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with all stakeholders
- Ability to supervise
- Ability to analyze and resolve problems

---

**Future consideration - to consider if structure is built above this role**

**JOB SUMMARY**

Reporting to the Systems Operation Coordinator and working closely with the Information Systems Technician:

**Future Duties**

- Working with the Informative Systems Technician, the ICA Technician will collect and analyze data to measure system and program performance, ensure project evaluation and compilation of reports, and ensure contract compliance.
- Working with the Collective Impact Technician and other members of the System Operations team, provide continuous communication regarding ICA processes to stakeholders.

### **DECISION MAKING & SUPERVISORY RESPONSIBILITY**

This is a technician position with no formal supervisory responsibilities. All assigned work will flow through the Coordinators and Managers. The technician will complete work as assigned while adhering to all defined policy, procedures and processes. Any matters wavering from the defined policies, procedures or processes will require approval from the Coordinators or Managers.

DRAFT