

JOB TITLE: Research Director, “Making the Shift” Youth Homelessness Demonstration Lab, Canadian Observatory on Homelessness

Type of Position: Contact – 1 year with possibility of renewal

Salary: \$80,000

1. BASIC FUNCTIONS

The [Making the Shift Youth Homelessness Demonstration Lab \(MtS DEMS\)](#) is a partnership between the Canadian Observatory on Homelessness ([COH](#)) and A Way Home Canada ([AWHC](#)), and will support a shift to preventing and ending youth homelessness in Canada and across the globe. MtS DEMS also works closely with Making the Shift – A Youth Homelessness Social Innovation Lab, a Tri-Council funded Networks of Centres of Excellence, also co-led by the COH and ASHC. The work of the MtS DEMS is to identify and imagine policy and practice innovations that have a high potential of contributing to effective solutions to youth homelessness. MtS DEMS will engage in on-going identification of innovative models for preventing and ending youth homelessness and then disseminating the knowledge for communities to adapt in their context.

The **Canadian Observatory on Homelessness (COH)** is responsible for the management and operations of the research, evaluation and resource development activities of MtS DEMS, in close partnership with AWHC. The COH is a non-partisan research and policy partnership between academics, policy and decision makers, service providers and people with lived experience of homelessness. In an effort to bridge the gap between research, policy and practice, the COH goes beyond the mandate of a traditional research institute. As one of the largest homelessness-dedicated research institutes in the world, we support service providers, policy makers, and governments to improve their capacity to end homelessness. Our philosophy is simple: through research, evaluation and design, we can develop evidence-based solutions and together, solve homelessness.

MtS DEMS brings together leading minds with an agenda of identifying and nurturing innovation, and enabling funders, governments, communities, and service providers to adapt and implement social innovations in order to more effectively respond to, and eventually end, youth homelessness.

The Research Director, MtS DEMS is responsible for planning, oversight and coordination of all MtS DEMS research activities and outputs, including organizing and directing the day-to-day research operations. The Research Director provides operational leadership in the research, programmatic and administrative realms. Specific areas of responsibility include research leadership and development as well as administrative management of research activities. The Research Director will support active collaboration with A Way Home Canada to design and implement the Research to Practice cycle with deep and rich collaboration with community partners.

The Research Director reports to the COH’s President and works closely with the Chief Operating Officer, project team and staff; A Way Home’s President, and staff as well as, regional and national partner organizations, and people with lived experience of homelessness.

2. MAJOR DUTIES

A. Operational Planning and Leadership

1. Develop operational plan that incorporates goals/objectives that work towards the strategic direction and research deliverables of MtS DEMS.
2. Monitor and evaluate the development and implementation of MtS DEMS's research agenda, for continuous improvement.
3. Contribute strategic leadership to the development of MtS DEMS.
4. Ensure that the research agenda contributes to MtS DEMS's mission and priorities.
5. Co-lead the MtS Demonstration projects in partnership with the Making the Shift Youth Homelessness Demonstration Lab Research Director (Canadian Observatory on Homelessness).
 - o Ensure communications, research and evaluation and content development staff across MTS Dems are working towards common goals, aligned thinking and integrated approaches to supporting existing program delivery partners.
6. Facilitates a culture of partnership and excellence across the development of reports, tools and resources.
7. Establishes and maintains good working relationships and collaborative arrangements and processes with co-leadership at AWH.
8. Take on leadership role within the MtS DEMS team (COH & AWHC), contributing to the building of a cohesive and motivated team that works in an environment that is flexible, adaptable and open to continuous change.
9. Act as spokesperson for the MtS DEMS research and enhance its national and international reputation and profile.
10. Provide leadership to the COH research team to facilitate collaborative and productive working relationships with AWHC staff.

B. Research Leadership and Project Planning

1. Develop, in consultation with the COH President and advisors, the research strategy and methodological approach to guide all research activities of MtS DEMS.
2. Direct all aspects of MTS research plans, in collaboration with MtS DEMS and COH research leads.
3. Support COH's Director of Research and Evaluation with implementation of MtS DEMS evaluation plans.
4. Work with MtS DEMS research staff and community partners to develop/implement site-specific methodological plans.
5. Ensure quality control of research by setting standards, monitoring results, and instituting appropriate processes.
6. Provide leadership in the development of quantitative and qualitative data analysis strategies, as well as in the interpretation and presentation of the results.
7. Ensure COH MtS DEMS staff provide research advice, assistance and direction to the demonstration sites through regular contact with the site leads.
8. Lead academic output of research studies from MtS DEMS (see **D. Communications and Knowledge Mobilization**).
9. Keep abreast of existing research on evaluation, youth homelessness, Housing First and HF4Y, social innovation, collective impact, etc.

10. Contribute to the planning of the long-term research strategy for MtS DEMS.
11. Support initiation of new research projects, including development of research proposals and protocols.
12. Support the writing and submission of grant applications in close collaboration with the Presidents of COH and AWH.

C. Human Resources Planning and Management

1. Undertake day-to-day supervisory tasks, including approving vacation/time off and work schedules, coordinate workflow, monitor progress and review completed work.
2. Oversee implementation of the human resources policies, procedures and practices, including development of job descriptions for all staff.
3. Establish a positive, healthy and safe work environment in accordance with appropriate legislation and regulations.
4. Recruit, interview and select staff that have the right technical and personal abilities to further MtS DEMS's objectives.
5. Ensure all staff receive an orientation to the MtS DEMS and that appropriate training is provided.
6. Implement a performance management process for all staff that includes monitoring the performance of staff on an on-going basis and conducting annual performance reviews.
7. Coach and mentor staff as appropriate to improve performance.
8. Discipline staff when necessary using appropriate techniques; in consultation with COO.

D. Communications and Knowledge Mobilization

1. Communicate with stakeholders to keep them informed of the research work of MtS DEMS.
2. Serve as one of the primary contacts / resources for the research activities of MtS DEMS.
3. Working with the Comms team and AWHC, develops and implements strategies to profile MTS research and enable policy development that aligns with the goals and strategies of MtS DEMS.
4. Support development of research deliverables assigned to COH MtS DEMS content development staff.
5. Work with the COH's Communications Team to support implementation of the MtS DEMS communication strategy.
6. Work with the COH's Communications Team to ensure MtS DEMS's active involvement in social media, including Facebook, Twitter, YouTube, Pinterest, etc., and new and emerging social media opportunities.
7. Prepare content for publication, including researching, writing, editing, proof reading of ebook chapters, reports, toolkits, case studies, executive summaries, policy and media relations documents, etc.

E. Other responsibilities

1. Carry out other responsibilities as assigned by and agreed with the President and/or Chief Operating Officer.

3. QUALIFICATIONS

A. Educational Requirements

- Graduate degree required. PhD an asset.

B. Experience Requirements

- 5+ years of recent related experience (preferably in an academic or NGO environment).
- Graduate research experience.
- Familiarity with homelessness and social justice issues.

C. Skills and Competencies

- Leadership and management principles as they relate to non-profit organizations and educational institutions.
- Human resources management principles.
- Advanced knowledge of research and methods in both qualitative and quantitative academic disciplines. Substantial qualitative research experience an asset.
- Advanced knowledge of program evaluations. Ability to independently design, evaluate, and report on program implementation.
- Financial management principles.
- Project management principles and strategic planning
- Excellent oral and written communication skills are essential; public relations skills; excellent organizational, planning, coordination and analytical skills.
- Competence in both official languages (French and English).
- Strong computer skills, including word processing, spreadsheets (Excel) and web-based applications.
- Ability to work cross-functionally with partners. Advanced stakeholder stewardship.

All COH staff demonstrate competence in the following areas:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behaving Ethically:** Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the MTS.
- **Building Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the MTS.
- **Communicating Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the MTS and to create new opportunities.
- **Stakeholder Relations:** Anticipate, understand, and respond to the needs of internal and external stakeholders to meet or exceed their expectations within the organizational parameters.
- **Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

- **Leadership:** Positively influence others to achieve results that are in the best interest of the MTS.
- **Decision Making:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the MTS.
- **Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- **Planning:** Determine strategies to move the MTS forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Problem Solving:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Strategic Thinking:** Assesses options and actions based on trends and conditions in the environment, and the vision and values of the MTS.

Benefits & Perks:

- Competitive compensation package
- Generous vacation entitlement — starting at 3 weeks
- Flexible working hours; work remotely on Fridays
- Growth and development opportunities
- Health benefits — Medical, Dental & Vision
- Casual, diverse and inclusive work environment
- Work perks program with Perkopolis

Application Process:

Your complete application package must include:

- cover letter;
- resume;
- the names of at least 3 work-related references.

E-mail your complete application package to Allyson Marsolais, Chief Operating Officer, at: amarsolais@edu.yorku.ca

Only those selected for an interview will be contacted. Priority consideration is given to Canadian Citizens and permanent residents in Canada. We are committed to Employment Equity and encourage applications from all qualified candidates.

CLOSING DATE: Posted until filled.