



BCCEO Network Home Share/Shared Living Coordinator Handbook Template

Overview - 2022





Home Share Coordinators Home Share Managers

The handbook is designed to support existing Home Share Coordinators and Managers.

It has been produced with the guidance from the BCCEO Executive Directors working group & a reference group of Home Share Coordinators and service providers (large & small, rural & urban) coordinating services.



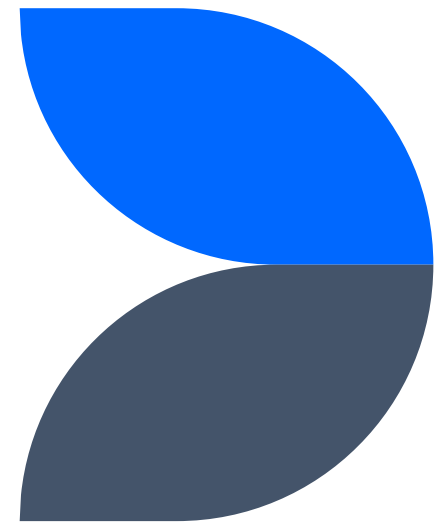
Introduction

The handbook has been developed as a template and should be customized to your organization's specific organizational structure, practices, policies and terminology.

The intent of the handbook is to support quality service across the province and is based on standards and best practices. It considers Quality of Life outcomes, Accreditation Standards and CLBC Standards for the Coordination of Shared Living.

Primary goals of the Handbook

- Best Practices (Quality of Life)
- Onboarding (New Coordinators / Managers)
- Staff Meetings (Coaching & Supervision)
- Reference Guide (All Information in One Place)
- Quality Assurance (Monitoring & Performance)



Topics Covered

Introduction

- Background & Context
- Philosophy
- Shared Values

Establishing Arrangements

- Requests & Referrals
- Assessment
- Approval
- Matching
- Onboarding

Quality Assurance

- Service Standards
- Support & Problem Solving
- Relationship Building
- Monitoring
- Crisis Management
- Respite

Quality questions create a
quality life

Tony Robbins

Setting the Context

Shared Living & Shared Lives

The opening chapter sets the philosophical foundation for the intended vision of shared living and the goal for services.

It will be important to include the specific documentation your organization uses.

Key Considerations

- Code of Ethics
- Statement of Rights
- Job Descriptions
- Organizational Structure
- Terms of Reference

Requests

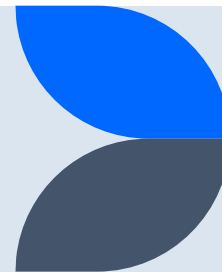
The next section reviews some of the reasons why individuals are seeking a shared living arrangement and gives advice on how best to respond to inquiries and referrals from potential Home Share providers.



Planning How to Respond to Requests (Non-Crisis Home Share Arrangements)



Planning How to Respond to Requests (Home Share Providers)



1

Screening

How are requests and referrals received?
How are they processed?

2

Application

What is the application process?

3

Confirmation

What forms and/or checks need to be completed?
What is a complete application package?

4

Assessment

Are they an appropriate candidate for matching?

5

Pre -Approval

What are the next steps or how will non-approval be communicated?



Establishing a Home Share Arrangement

The Matching Process

Finding the right fit between an individual and a potential Home Share provider is key to a successful arrangement and requires time and care to do well.

Onboarding

Ensure that providers feel welcomed, understand the commitment they have made and are well prepared to fulfil their role and expectations you have of them.

Reviewing guidelines is an important part of this step.

Support & Monitoring

The next section deals with the role coordinators play in supporting and monitoring Home Share arrangements. The areas of focus:

- Relationship building
- Promoting the rights of the individual
- Problem solving, crisis management
- The importance of respite

Learning is the measurement of
knowledge before and after.

Eben Pagan



Safeguards

In this section, the importance of safeguards beyond monitoring support is reviewed:

- Vulnerability and safeguards assessment tool
- The complexity of risk
- Different types of crisis
- Issues that may require further investigation

Ending Home Share Arrangements

In this section how to support both parties as Home Share arrangements come to an end is reviewed.

It is important to understand how this might impact an individual and how to support them through the transition.



Quality Assurance & Continuous Improvement

This section reviews the expectations of a Home Share provider including:

- Documentation, Reporting & Feedback
- Accreditation
- CLBC Standards
- Community Resources
- Quality of Life Outcomes

“

Quality in service is not what you
put into it. It is what the customer
gets out of it.

Peter Drucker

”

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By downloading the template, you are agreeing to the following terms of use:

- The '*Home Share Coordinator Handbook Template*' is the property of the BC-CEO Network and is non-transferable.
- Access to the '*Home Share Coordinator Handbook Template*' is intended for use with my organization and employees for training and to improve the delivery of quality Home Share services.
- I understand that the '*Home Share Coordinator Handbook Template*' must be customized based on the unique policies and practices of my organization.

[Download the Handbook](#)

[Template](#)

Word Document (6.9 MB)



Need More Info?

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