



ECHO Job Posting

Job Title:	Homelessness Response System Strategy Director
Department:	Homelessness Response System Strategy
Reports To:	VP of Strategic Planning and Partnerships
Date Created/Revised:	August 23, 2021
Position Type:	Full-time, Exempt

Overview

The Ending Community Homelessness Coalition (ECHO) works with nonprofit partners and community stakeholders to accomplish the system goals to end homelessness. ECHO assists a continuum of programs working to end homelessness in Austin/Travis County by providing community-wide technical assistance and strategic changes to building a systemic approach to meeting needs for continuum stakeholders. The Homelessness Response System (HRS) Strategy Director leads a dynamic team of staff who support diverse activities related to ECHO's work in leading an effective Homelessness Response System (HRS). The department work ensures our community uses a system approach to align efforts, programs, interventions, and funding in a way that has the greatest impact on reducing and preventing homelessness in Austin/Travis County.

This position oversees ECHO's work in improving system outcomes by driving the design of system and program interventions that improve system functioning by centering that work in racial equity and ensuring service provider agencies, local governments, public housing authorities, people with lived expertise, and other stakeholders work together to refine programs, practices, and policies. Supporting the amount and quality of permanent housing and wraparound supportive services dedicated to unhoused community members is a priority and accomplished through innovative partnerships and strategies across the Austin/Travis County region.

Description of Work

The HRS Strategy Director is responsible for the oversight and coordination of the activities and staffing related to the HRS Strategy Department. This position requires a dynamic and motivated professional to serve as a Director who leads a team of internal and external partners.

Essential Functions

Department Leadership

- Using system-level data, leads and drives strategic direction with ECHO leadership and staff, homelessness service providers, and people with lived experience of homelessness to ensure that the HRS is informed and equipped to effectively and efficiently make homelessness rare, brief, and non-recurring.
- Leads an innovative team consisting of two Associate Directors and six Managers who are responsible for increasing and diversifying housing opportunities; leveraging new and existing programs and services that fill community gaps; coordinating funding competitions; and overseeing the implementation and compliance with federal requirements at the program and system levels.
- Works closely with and informs ECHO leadership, including executive staff, to promote and lead policies, programs, and partnerships to improve the HRS.

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- Coordinates with all Departments closely to meet agency and system needs. Coordinates closely with the Coordinated Entry Department to ensure that the CE system is meeting HUD requirements and meeting HRS system needs efficiently. Coordinates with the Research and Evaluation Department to integrate HRS data into funding and programmatic design decisions.
- Ensures staff can achieve department and agency goals and performance outcomes successfully through the creation of work plans and operating plans; including incorporating deliverables aligned with contract requirements.
- Directs department activities and strategies related to ECHO’s role in increasing access to diverse housing options and ensuring that permanent housing programs are scaled to effectively and efficiently meet the capacity and needs supporting the crisis response system.
- Leads department staff in the developing and maintaining partnership agreements (informal and formal); establishing clear roles and responsibilities used to align our community and its programs and services around the common goal of making homelessness rare, brief and non-recurring.
- Works closely with the Finance Department to ensure budgets are aligned with fiscal and funder expectations, maintaining monthly and annual department reports.

Leadership activities include:

- Develop, evaluate, and refine effective models/interventions used to end homelessness deploying both public and private partnerships based on best practices and input from people with lived expertise;
- Foster strategic systemic change processes, centered in racial equity, aimed at ensuring unhoused persons receive access to coordinated and comprehensive permanent and supportive housing solutions to end and prevent homelessness;
- Oversee policies and practices to ensure access to housing units needed for our HRS;
- Support HRS providers to effectively administer programs, through technical assistance and training;
- Cultivate and maintain effective relationships with community partners to meet the needs of the HRS, including traditional and non-traditional partners;
- Provide leadership and direction to integrate into the HRS racial equity and expertise of people with lived experience;
- Generate and share knowledge with ECHO staff, professionals working in and supporting the HRS, and the community at large.

The ideal candidate will be a passionate proven leader who is not afraid to take initiative, and also understands how to build a team to collectively work towards a goal. The Director reports directly to the VP of Strategic Planning and Partnerships and is responsible for the development of system-wide coordination and for developing, managing, and continuously improving the HRS.

Housing and System Advancement

- Work closely with a variety of stakeholders managing the process to develop, implement, and monitor Austin’s plan and related strategies used to achieve our goal of ending homelessness.
- Oversees department goals and performance outcomes related to the recruitment of property owners/property managers participating in low barrier housing programs and monitoring units netted and maintained.

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- Coordinates with Executive Leadership on funding needs for units, including program incentives and risk mitigation.
- Work with the City of Austin, ECHO Leadership, the private rental industry leaders, and providers to ensure the community has an effective strategy to house HRS participants in the community.
- Identify and lead opportunities for impactful partnerships to create new programs, leverage existing systems (such as criminal justice and healthcare), and build capacity within non-traditional partners, with a lens of furthering racial equity to improve system outcomes.
- Understand the needs, funding, regulations, and performance of the HRS and integrate that knowledge to provide strategic direction to ECHO and the HRS to create system changes and advancement recommendations to partner agencies.
- Work with ECHO Executive Leadership, the City of Austin, the local public housing authorities to help advocate for resource and policy needs of the HRS.
- Work with local stakeholder groups inside and outside the HRS to further the goals and needs of the system.

HRS Oversight, Planning, and Operations

- Provide oversight and strategic direction, within ECHO’s mission and philosophy of service, to the HRS, Planning, and Operations Division
- Ensures the department reviews and integrates into the HRS, federal and local regulations and priorities; national trends and best practices; and performance improvement initiatives and practices as a part of system planning and coordination.
- Engagement in the community to promote programming, knowledge-share through teaching and professional development, develop collaborations, and partner with community agencies, representation of ECHO at national and local meetings and conferences.
- Engage in grant solicitation, writing and reporting and fiscal management for ECHO.
- Provision of expertise and oversight related to best practices, enhancement of services, and integration of new programs/services.
- Ensure training of ECHO staff, professionals, and the community on the intersection of homelessness with an emphasis on use of best practices such as trauma informed care, housing first, and permanent housing solutions.
- Provide system leadership to all system workgroups and committees to ensure they are following an Action Plan and meeting goals.
- Ensure the successful implementation of workplans, in partnership and collaboration with stakeholders and the Leadership Council to meet system goals and objectives outlined in annual Action Plans and/or other strategic plans that guide the work of the homeless response system.
- Act as the expert on program design and system strategies used when applying for special HUD initiatives supporting the local homeless response system, other grant applications, and/or capacity building initiatives.
- Leads department staff in the development of system-wide policies as needed or required by HUD or other funding sources. This includes leading development or updates of system-wide intervention written standards as needed.

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- Research and investigate best practices for improvements in system performance, quality, efficiency, and accountability.
- Utilize data to develop, implement, and track performance and progress toward goals; ensuring the system process design is continuously assessing the needs, developing priorities, and strategizing how to address them effectively.
- Work closely with the HMIS and Research and Evaluation Departments to utilize data analysis to recommend policy and system changes to align with a high-quality, trauma informed, person-centered, efficient homeless assistance system that effectively serves people experiencing homelessness and their unique strengths, needs, and experiences.

Supervisory Responsibility

The position is responsible for supervisory responsibilities for two associate directors (Associate Director of Housing and System Advancement and Associate Director of HRS Oversight, Planning, and Operations). This position conducts the hiring of new department staff, yearly performance evaluations of direct report staff, and implements the appropriate professional development tools and training.

Work Environment

This job operates in both a professional office environment and remotely. Employees are required to use their personal cell phones for business purposes. ECHO provides a stipend for cell phones. Currently, all positions at ECHO work remotely, due to the pandemic. ECHO anticipates acquiring an office space in 2022. All ECHO employees should be located in the Austin metro area.

Physical Demands

This is a somewhat sedentary role; however, some activities will require local commuting. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

Position Type and Expected Hours of Work

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand. This position may be required to be on-call to support partner relationships related to urgent matters (e.g., natural disasters)

Travel

Position will require the ability to use a personal vehicle and/or public transportation to commute locally. Some travel is expected for this position both locally and to national conferences.

Qualifications and Experience

- ECHO encourages applicants with diverse life experiences to apply – especially persons having experienced social or economic adversity and/or having lived experience of homelessness.
- Master's degrees in fields related to Public Health, Business, Social Work, Public Administration, or Behavioral Science are welcomed to apply; any extensive and applicable work or volunteer experience and/or educational credentials to perform the above duties successfully are highly encouraged to apply in lieu of degree credentials.
- Experience at leading racial equity work in systems is highly encouraged

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- Experience in supervision and management as well as program or grant administration is encouraged. Experience in non-profit or government settings addressing housing, homelessness, or other social services is preferred.
- Comprehensive working knowledge of homelessness systems, interventions that work to end homelessness, and Continuum of Care regulations and grant requirements.
- Demonstrated excellence with interpersonal skills that enhance leadership and understanding needed for successful collaboration and change.
- Knowledge of principles and techniques for developing funding requests.
- Experience providing technical assistance and designing capacity building programs for homeless service providers; including program design and outcome evaluation
- Demonstrated ability to analyze and improve policies and procedures
- Ability to successfully navigate in a fast-paced, outcomes-driven and entrepreneurial environment
- Highly organized and ability to wear multiple hats in an ambiguous, fast-moving environment; a driving force who manages toward clarity and solutions
- Must be a system thinker to build internal and external policies and documents needed to operationalize the purpose and goals of each team.
- Comprehensive knowledge of how homelessness intersects with other systems of care such as healthcare, criminal justice, employment, mainstream benefits and other entities that support people maintaining housing (financial institutions, education).

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required for this job and may change at any time with or without notice.

ECHO Core Mission Values

Ideal candidates will share ECHO's core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

To Apply

Interested candidates are to submit the application materials to the Kate Moore, the VP of Strategic Planning and Partnerships at katemoore@austinecho.org: 1) resume and 2) cover letter. Cover letter must also include how the candidate's experiences and perspectives on equity and diversity make them a qualified candidate. If applicable, candidates are encouraged to include how homelessness has impacted their own lives – including personal lived experience of homelessness currently or in the past. Eligible candidates may be required to complete additional job application materials.

The position is open until filled.