



ECHO Job Description

Job Title:	Coalition and Capacity Building Manager
Department:	Community Planning and Partnerships
Reports To:	Director of Community Planning and Partnerships
Date Created/Revised:	2/25/2021
Starting Salary	\$55,000
Position Type	Full-Time, Exempt

Overview

The Ending Community Homelessness Coalition is the HUD-designated Continuum of Care Lead Agency for Austin/Travis County. The Continuum of Care (CoC) oversees HUD's local planning process for the distribution of funds for homeless programs; and evaluates community needs and makes plans to deliver housing and services to meet those needs. ECHO works with nonprofit partners and community stakeholders to accomplish the system goals to end homelessness. The Coalition and Capacity Building Manager will be an integral part of a cohesive, highly motivated team and will enhance local efforts through various capacity building initiatives.

Description of Work

The Ending Community Homelessness Coalition (ECHO) is hiring a Coalition and Capacity Building Manager. This position will work to build a strong coalition of stakeholders who are engaged in activities and community-wide strategies used to end homelessness. This staff member will focus on ensuring stakeholders are involved in community-wide strategies and have the capacity to successfully implement interventions and best practices that will result in positive outcomes at the program and system levels. The Manager will disseminate information about best/promising practices and share practical resources to support community efforts and foster momentum through shared knowledge and cross-community collaboration. In our work to support the homeless response system, this will be a vital role in supporting the development of system policies and practices dedicated to advancing positive outcomes and ensuring a commitment to equity-driven changes. This position will build and maintain a strong infrastructure to engage diverse stakeholder groups in the work to end homelessness and implement strategies that maximize the impact of federal resources. The manager will contribute to system-wide strategic planning efforts through a strong knowledge of federal homelessness and housing programs and familiarity with the governing laws, regulations, methodologies, and/or policies needed to operate an effective homeless response system.

Governance and CoC Planning:

- Establish new partnerships and engage diverse stakeholders in system-wide planning initiatives through the local governance and coalition structures and increase continued engagement in capacity building activities through a shared mission of ending homelessness.
- Develop and manage timelines and workplans for reviewing and revising CoC Board policies in accordance with HUD and local regulations.
- Act as a liaison across various committees and workgroups to maintain momentum in community planning used to prepare and convene impactful and successful monthly CoC Board meetings.
- Support the work of the committees and workgroups by coordinating with committee chairs to distribute updated work plans and communicating progress to stakeholders as directed.
- Develop and establish an onboarding and orientation curriculum to provide ongoing education to members on the requirements and operational activities of the CoC governance structure, including the creation and maintenance of a CoC Board Handbook.
- Create and facilitate internal and external trainings to educate staff and others on best practices regarding CoC governance operations and planning and homeless response system interventions.



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Capacity Building and Stakeholder Engagement:

- Lead initiatives that meet capacity building impact goals surrounding the use of best practices in homeless services and system-wide interventions used within the homeless response system.
- Develop best practice tools and written standards for service delivery based on community needs.
- Build a strong communication network across the CoC stakeholders through the development of an electronic Newsletter – ensuring partners receive updates surrounding funding opportunities, training events, updates to CoC-wide policies and standards, and other important resources and tools helping agencies serving persons experiencing homelessness.
- Plan and execute assigned stakeholder events; and coordinate will staff across departments.
- Implement strategies and procedures to solicit stakeholder feedback using online public comment periods and stakeholder meetings; using an equity-based decision making framework.
- Manage an annual training budget, develop a training plan based on capacity building needs and execute various training events focused on best practices within homeless services.

Racial Equity Focus:

- Integrate a racial equity lens across work with homeless service provider programming and capacity building initiatives and coordinate work in conjunction with other departments and staff.
- Collaborate across departments and with programs to increase engagement in racial equity related capacity building initiatives and support event planning across the CoC.
- Plan and execute workshops centered on Racial Equity - building a common understanding of the collective benefits of racial equity and increase understanding of illegal discrimination, implicit bias, and institutional and structural racism.
- Provide technical assistance to agencies to build capacity on blending anti-racism education with traditional best practices within homeless services (e.g., trauma-informed care, housing first).
- Follow best practices on racial equity work across other CoCs in the nation and use of local practices.

Supervisory Responsibility

The position currently has no supervisory responsibilities.

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. Meetings may be conducted on-site, as well as in the community.

Physical Demands

This is a somewhat sedentary role; however, some activities will require local commuting. Physical demands for this position include the ability to lift files, file boxes, furniture, open filing cabinets and bending or standing on a stool as necessary. 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.

Travel

Position requirements may be both office and community based and may require use of personal vehicle or public transportation. 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



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experienced social or economic adversity and/or having lived experience of homelessness.

- Bachelor’s degree in Social Work, Public Policy or related field welcomed to apply; relevant work experience encouraged to apply in lieu of degree or education.
- Knowledge and mastery of systems that serve people at risk of and experiencing homelessness and understanding of principles and implementation of practices that apply evidence based and innovative solutions to homelessness.
- Demonstrated, practical understanding and application of race, equity, diversity and inclusion principles within various settings (agency, community, and system levels).
- Must be able to directly work with people from diverse racial, ethnic, and socioeconomic backgrounds and/or working with diversity, equity and inclusion programs. Two or more years of involvement with community-based organizations and/or actively supporting coalition and stakeholder engagement work are a plus.
- Familiarity with creating newsletters and online communication platforms or willingness to learn new online systems needed (e.g., MailChimp).
- Strong interpersonal skills, including a demonstrated ability to lead a diverse set of stakeholders toward achieving a common goal.

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 candidate 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 Director of Community Planning and Partnerships at lauraevanoff@austinecho.org: 1) resume, 2) cover letter, and 3) contact information of 3 persons who have knowledge of your character, experiences, and/or abilities and can serve as references. Cover letter should 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. Position will remain open until filled. Eligible candidates may be required to complete additional job application materials. Request reasonable accommodations to apply at 512-537-3857.

Signatures

This job description has been approved by all levels of management:

Director _____ Date: _____

Executive Leadership _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____