



ECHO Job Description

Job Title:	Housing Support Manager
Department:	Homelessness Response System Strategy Department
Reports To:	Associate Director of Housing and System Advancement
Date Created/Revised:	12/13/2021
Salary Starts At:	\$55,000
Applications Accepted Until:	Position closes on COB 12/31/21

Description of Work

This role will be responsible for coordinating the system connecting households experiencing homelessness with available housing units in the community. This work includes managing the individual intake and placement structure, providing technical assistance, and collaborating with agencies within the Homelessness Response System.

Position Summary

This position is responsible for developing, managing, and continuously improving the housing intake and placement process for those in the Homelessness Response System. Candidates should have an extensive experience working to design and improve systems to end homelessness within a community. Candidates should preferably have strong knowledge and experience with the coordinated entry and re-housing strategies. Candidates must be able to develop and frame out systems-level strategies, be comfortable working with diverse populations, demonstrate strong data-informed thinking, and must be able to assist or support a program or project diagnose its challenges and build capacity to address deficiencies. Candidates should also have practical knowledge of fair housing and homelessness program regulations involving all populations that are experiencing homelessness.

Essential Functions

- Facilitate unit application process to quickly connect program participants with available housing opportunities
- In collaboration with Housing team, assist with unit transfers
- Lead transfer processes in instances where a participant requires VAWA protections
- Record all activity in HMIS in a timely manner
- Meet with partnering housing program staff to enhance housing projects and processes
- Lead and Manage housing communication between programs and partner property partnerships through shared housing inbox and provide responses to all inquiries within appropriate timeframes.
- Remain educated on relevant funding regulations and limitations, including but not limited to ESG, CoC, SSVF, BSS+, HUD VASH, and FUP
- Remain educated on all public housing authorities processes and requirements
- Lead both small and large technical assistance trainings designed to assist programs and local officials improve their housing response and participation in the Homelessness Response System.
- Develop and design tools and guidance to be applied within specific engagements and shared nationally to support local efforts to address specific challenges related to ending homelessness and developing long-term housing and community development solutions.
- Develop training curriculums, using virtual and in person modalities to expand the knowledge and skills of CoC and provider staff to implement housing strategies to end homelessness.

- Facilitate knowledge sharing to promote cross-learning within ECHO and externally (e.g., communities, HUD, VA and with our colleagues at other agencies) to ensure all of those working to end homelessness can cultivate and apply the most effective housing strategies possible.

Cross-Systems Collaboration and Integration:

- Lead, participate, and/or hold a voting seat in various stakeholder groups including task groups, affinity groups, committees, and workgroups; develop and oversee the successful implementation of work plans.
- Participate in development efforts providing technical and writing assistance on proposals, and/or developing project concepts for innovative programming and system intervention development.
- Building and maintaining a database of issue-specific contacts, including experts, policy professionals, system practitioners, community leaders, persons with lived expertise, policymakers, and others.
- Developing shared guidelines and protocols with inter-agency collaboration at the program, organization, and policy levels; including joint strategic/policy documents.

Integrating Best Practices Across Systems of Care

- Work with a range of stakeholders, including policy makers, agency leadership, other system practitioners, local officials, community leaders, and other advocates in the provision and coordination of educational materials and collaborate on identifying and implementing solutions and best practices.
- Stay up to date with leading research, best practices, collaborative systems-approach practices, and innovative tools aimed at improving housing stability and overall quality of life of persons currently or have a history of experiencing homelessness.
- Coordinate and facilitate local forums, seminars, affinity groups to increase collaboration and understanding.
- Support agencies across various systems of care by promoting events and information sharing.
- Tracking and reporting the status of activities, to include initial planning steps, product production, feedback collection, and product distribution planning and implementation

Focus on Advancing Equitable Outcomes

- Lead staff in accomplishing goals and identifying system and program initiatives that actively reduce disparities and inequities in accessing services to end and prevent homelessness with a focus on cross-sector systems collaboration.
- Develop new partnerships and strengthen existing partnerships to leverage support for community-based agencies/stakeholders and providers that advance equitable outcomes and that improve long-term quality of life with a vision that everyone has a safe and stable place to call home.
- Collaborate with non-traditional and cross-sector stakeholders to build pathways and support capacity building initiatives that strengthen diverse partnerships with the shared vision of developing inclusive and equitable policies, practices, and programming.
- Collaborate with groups and persons with lived experience and expertise of homelessness to co-create a diverse range of products to accomplish system and team goals supporting the homelessness response system and beyond.
- Engage persons with lived experience of homelessness in understanding system needs and gaps to present planning bodies and agency leadership to improve resource allocation and awareness.

- Work closely with the Research and Evaluation Team and other entities to evaluate data within the homelessness response system and across other systems to understand impact and areas of improvement used in strategic planning to increase equitable outcomes.

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.

Work Environment

This job operates in office settings and/or remotely. Employees are required to use their personal cell phone for business purposes. Proficiency in using Microsoft suite, including Outlook, Word, Excel, and PowerPoint, and the ability to adapt and commit to using other software or technology is needed.

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 and Health Sciences, Social Work, Human Services, Criminal Justice, Public Administration, Healthcare Administration, or other Behavioral Science degrees 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.
- At least two years' experience in settings supervising others directly and/or indirectly
- Four years of experience working in settings to develop a deep understanding of homelessness in the context of cross-sector services and collaboration including but not limited to healthcare (e.g., medical, behavioral), criminal justice or other community-based social services dedicated to persons at-risk of homelessness requested.
- Comprehensive working knowledge of homelessness systems, interventions that work to end homelessness, systems of care that intersect with ending and preventing homelessness, Case Management, and/or supporting long-term independent housing stability.
- Excellent writing skills to produce a broad range of issue-related products; a strong attention to content accuracy and formatting detail is essential.
- Critical thinking skills with an ability to identify, collect, and interpret relevant data for incorporation into educational materials, with an emphasis on increasing stakeholder buy-in and motivation toward supporting system-wide goals and strategic planning.

- A keen ability to build and maintain key contacts among a diverse range of individuals, and an attentiveness to reach out to contacts as appropriate to accomplish project and agency goals.
- Experience providing technical assistance and designing capacity building programs for homelessness service providers; including program design and outcome evaluation
- Must be a system thinker to build internal and external policies and documents needed to operationalize the purpose and goals of each team.
- Must have excellent communication skills (e.g., verbal and written), effective trouble shooting and resolution skills, and a team player with a how I can help attitude.

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 Associate Director of Housing and System Advancement at jezzmenmcpeters@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 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.

Signatures

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

Director _____ Date: _____

Executive Leadership _____ Date: _____

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