



## ECHO Job Description

<b>Job Title:</b>	<b>Capacity Building Manager</b>
<b>Department:</b>	Strategy and Community Planning
<b>Reports To:</b>	Associate Director of Strategy and Community Planning
<b>Date Created/Revised:</b>	11/7/2023
<b>Starting Salary</b>	\$62,000 - \$75,000
<b>Position Type</b>	Full-Time, Exempt

### Overview

The Ending Community Homelessness Coalition (ECHO) 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 Capacity Building Manager will be an integral part of a cohesive, highly motivated team and will enhance local efforts to increase racial equity in the homelessness response system through various capacity building initiatives.

### Description of Work

The Ending Community Homelessness Coalition (ECHO) is hiring a Capacity Building Manager. This position will be integral to supporting capacity building of new providers to build permanent housing and crisis response interventions that meet the needs of the community and enable diverse organizations to access new funding streams coming into the Homelessness Response System. This manager will focus on designing, developing, recruiting for, and facilitating a cohort-based capacity building program that helps prepare small non-profit organizations to successfully manage permanent housing and/or supportive services only (SSO) programs. This staff member will create and maintain a centralized database of public and private grant opportunities including eligibility requirements. 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.

### Essential Functions

- 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.
- Collaborate with community partners to design and build a cohort-based capacity building program to support the development of small non-profits and community-based organizations to be prepared to receive funding for service provision and/or housing projects.
- Create and manage a community database that is regularly updated with relevant information on private and public funding opportunities for homelessness service organizations and housing providers.
- Develop a feedback loop with community partners and system utilizers.
- Provide content-area expertise on racial equity work, coalition-building, and partnership creation.
- Contribute to funding alignment and procurement processes to ensure equitable access to community-based organizations and first-time applicants.



## ECHO Job Description

- Collaborate with other ECHO departments to develop a recruitment strategy and onboarding process for new providers entering the Continuum of Care including addressing barriers to access and other equity issues.
- Support partnership and mentorship development between HUD-funded providers and smaller community-based non-profits.
- Foster relationships with providers working outside of the Continuum of Care system and collaborate on creative strategies to reduce barriers for participating in the Continuum of Care.
- Build a strong community and learning collaborative of non-profits and community organizations that will increase equitable leadership in the homelessness response system.
- 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.
- Follow best practices on racial equity work across other CoCs in the nation and use of local practices.
- Support the Local and Collaborative Application process during the annual HUD Notice of Funding Opportunity for the Continuum of Care program.
- Other duties and special projects as assigned.

### **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.

### **Minimum Qualifications**

- *Graduation with a Bachelor's degree from an accredited college or university with major coursework in a field related to the job, or four (4) years minimum of applicable work experience to perform the above duties successfully are highly encouraged to apply in lieu of degree credentials. Lived experience may be substituted for work experience up to a maximum of two (2) years.*
- Two or more years of experience working with community-based organizations and/or actively supporting coalition-building and stakeholder engagement.



## ECHO Job Description

### Desired 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.
- Experience working with housing or homeless service programs.
- Knowledge 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.
- 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.
- Knowledge and understanding of the impact of white supremacy culture on institutions serving marginalized populations and comfort challenging institutional racism within the homelessness response system.
- A strong understanding of power dynamics and analysis of positional power; and the ability to organize with community stakeholders to strengthen and advance collective power.
- Demonstrated, practical understanding and analysis of race, equity, power, diversity and inclusion principles within various settings (agency, community, and system levels).
- Strong facilitation skills, including communication and community-building skills; strong interpersonal skills, including a demonstrated ability to build relationships and share power with a diverse set of stakeholders toward achieving a common goal.
- Must be able to directly work with people from diverse racial, ethnic, and socioeconomic backgrounds.
- Experience with project management and grant writing a plus.
- Experience with creating training materials and/or knowledge of adult learning principles a plus.

### Work Environment:

This job operates in office settings and is currently hybrid. Employees are required to use their personal cell phone for business purposes. This position does require commuting throughout Austin/Travis County for various stakeholder meetings, when applicable.

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.



## ECHO Job Description

### **Physical Demands:**

Physical demands include the use of standard office equipment, including computer, copy machine, phone, etc. The ability to communicate clearly and appropriately with co-workers and community partners.

### **Reasonable Accommodations:**

To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause undue hardship on ECHO operations. Contact human resources (HR) with any questions or requests for accommodation.

### **Position Type and Expected Hours of Works**

This is an exempt full-time position working 40 hours a week; typical work days are Monday through Friday. Agency meetings occur on business days between the hours of 8:00 AM and 5:00 PM (Central Standard Time). Occasional evening and weekend work may be required as job duties demand. A high degree of flexibility can be anticipated by ECHO staff when conducting most independent and/or administrative work. Some travel is expected for this position both locally and to national conferences.

### **Compensation and Benefits:**

ECHO offers competitive wages and a generous benefits packet with employer contributions for full time employees including medical, dental, 401K, HRA, PTO, 8 paid holidays, 4 paid work/life wellness days and opportunities for educational and professional development.

### **Diversity, Equity, Inclusion & Belonging Statement:**

The Ending Community Homelessness Coalition (ECHO) values diversity, equity, and inclusion in every aspect of our work, including our internal operations and external activities to support our mission. We are committed to cultivating a culture of respect for the dignity and value of



## ECHO Job Description

each individual and family accessing the Homelessness Response System. These values are essential to our mission focused on leading and aligning a coalition to administer an effective Homelessness Response System, centered in racial equity, informed by the needs and expertise of people experiencing homelessness, and accountable to systemically marginalized communities. We welcome all. 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 Strategy and Community Planning at [mayabeit-arie@austinecho.org](mailto:mayabeit-arie@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. Position will remain open until filled. Eligible candidates may be required to complete additional job application materials.

### **Signatures**

Position will remain open until filled.

Acknowledgement:

---

Employee Signature

---

HR Director Signature

---

Date

---

Date