



## **ECHO Job Description**

<b>Job Title</b>	Coordinated Assessment Manager
<b>Department</b>	Homelessness Response System Programs
<b>Date Created/Revised</b>	November 9, 2023
<b>Starting Salary</b>	\$62,000-\$75,000
<b>Position Type &amp; FLSA</b>	Full Time, Exempt

### **Job Summary:**

In alignment with ECHO's mission, vision, and values, the Coordinated Assessment Manager works within the HRS Programs team to support the Homelessness Response System. The Manager will provide community training and implement process improvements to support the in-flow and access for service providers and people experiencing homelessness. . The role oversees training, coordination, and monitoring of all community accessors. . The Manager supports partner agencies and their staff and ensures consistent availability of Coordinated Assessment capacity throughout the Austin/ Travis County service area.

### **Reporting Structure:**

Manager reports directly to the Director of the Crisis Response System and currently has no supervision responsibilities.

### **Essential Job Functions:**

- Develop TA tools, guides, and community work flows for publication in ECHO's Learning Management System (LMS) regarding Coordinated Assessment.



- In collaboration with ECHO staff, service providers, and community stakeholders, the Manager will develop and implement a comprehensive community wide access plan.
- Monitor system inflow needs, capacity, and accessibility for Coordinated Assessment Services throughout the service area. .
- Collaborate with the Crisis Response team to provide technical assistance to programs that provide direct service to households living unhoused.
- Collaborate with service providers to provide comprehensive support for program management and/ or frontline staff interested in adding Coordinated Assessment capacity to their service package.
- Collaborate with the HMIS team to conduct regular data quality reviews.
- Monitor, track, and submit required reporting.
- Collaborate with the System Advancement team to identify system trends for process improvement and system efficiencies.
- Monitor and evaluate the “front door” of the HRS to ensure accessibility for all and collaborate with community partners to develop and implement equity based improvements for people experiencing homelessness.
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- Manage, support and coordinate requests for Coordinated Assessments.
- Actively participate in the HRS Governance (specifically Coordinated Assessment Work Group).
- Collaborate with service providers and community stakeholders to develop and update resource guidance for people living unsheltered.
- Participate in community outreach events, natural disasters, and/ or extreme weather.
- Facilitate Coordinated Assessment Community Meetings monthly and ensure Assessment h services are provided throughout the geographic area of the HRS.



- Collaborate with ECHO's HMIS and R&E teams to develop and implement comprehensive performance programs standards.
- Utilize coalition building strategies to build and maintain mutually beneficial partnerships with community based, previously excluded service providers, community based organizations, equity advocates, and other community stakeholders.
- Enter and track system data into Service Point HMIS in accordance with HRS Data Standards.

#### **Required Qualifications and Experience**

- Three years of homelessness and/ or housing program/ system experience
- Demonstrated experience and ability with Microsoft Word, Excel, and PowerPoint.
- Experience in meeting facilitation and coalition building
- Knowledge of federal, state, and local funding sources available to housing/ homeless service providers.

#### **Preferred Qualifications & Experience.**

- Commitment to Racial Equity and Gender Equity principles and how they apply to the systems that are in place to serve extremely low income households.
- Willingness to learn new things and strive for ongoing individual and team improvement.
- Knowledge of local and state housing landscape and trends in the local housing market.
- Experience and proficiency with Service Point HMIS and Partner Grants.
- Strong writing skills, including the ability to develop training materials and monitoring resources. .



- Advanced knowledge of crisis outreach practical skills (Motivational Interviewing, Stages of Change, Harm Reduction, Housing First, Trauma Informed Care, and Crisis De-escalation Skills)
- Experience collaborating effectively with a diverse array of stakeholders, especially program participants and direct service providers.
- Strong interpersonal and communication skills.
- Understand and empathize with the varied experiences and build trust and rapport with a diverse array of stakeholders, both internal and external to ECHO.
- Possess the ability to shift and prioritize goals in a dynamic environment.

**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.

**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



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 please submit a resume and cover letter to:

- Tonya Thomas, HR Director: [tonyathomas@austinecho.org](mailto:tonyathomas@austinecho.org)
- Alesandra Dominguez, Director of Crisis Response:  
[alesandradominguez@austinecho.org](mailto:alesandradominguez@austinecho.org)

Position will remain open until filled.

**Acknowledgement:**

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Employee Signature

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Date

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HR Director Signature

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Date

