



## ECHO Job Description

<b>Job Title</b>	Coordinated Entry Policy Manager
<b>Department</b>	Coordinated Entry and Homelessness Response System Support
<b>Date Created/Revised</b>	November 4, 2024
<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 Entry Policy Manager works within the Coordinated Entry team to support Homelessness Response System (HRS). The Manager will effectively and equitably support adherence to the Austin/ Travis County HRS Coordinate Entry Written standards, Program Prioritization policy, and day to day maintenance and implementation of the policy. The role provides oversight, training, and process improvements relating to Coordinated Entry policies, written standards, and collaboration with HRS Governance to ensure a seamless policy implementation within the community. The Manager improves collaboration between the community and governance by relaying policy change to the community and providing a policy in practice overview to governance. The position also requires developing and implementing system improvements, along with associated training and systematic Technical Assistance (TA), and involves significant internal and external collaboration.



### **Reporting Structure:**

The Coordinated Entry (CE) Policy Manager is responsible for the following program areas: Austin/ Travis County HRS Coordinated Entry Written Standards; Training community members on CE Processes; acting as a Subject Matter Expert within CE related Governance Spaces. This position reports to the Director of Coordinated Entry and HRS Support

### **Essential Job Functions:**

- Collaborate with the PH System Manager and Coordinated Entry HRS Support Director to review and provide any recommendations and/ or revisions to Coordinated Entry Written Standards annually. Collaborate with CoC Governance leadership (specifically the co-chairs of the Crisis Response Committee), people with lived experience of homelessness, and other community stakeholders.
- Inform and implement community partners on community written standards, Housing First standards, Progressive Engagement, and Participant Choice within community spaces.
- Ensure record keeping of all Coordinated Entry Memorandum of Understanding (MOUs) and collaborate with various ECHO team members (as needed) to develop recommendations and or revisions to the documents.
- Collaborate with PH System Manager to identify training needs related to program eligibility and enrollment processes.
- Collaborate with CE Special populations Manager and PH System Manager to identify training needs related to Coordinated Entry referral processes.
- Collaborate with the CoC Programs Technical Assistance and Program Support Manager, to identify challenges and areas for improvement with PH programs that show there are indicators of needing programmatic support.



- Collaborate with ECHO staff to publish FAQ's on the ECHO website to inform adherence to the CE policies, practices, and workflows.
- Provide programmatic pre-screening checks as needed.
- Serve as an Alternate Facilitator and community staffing minute taker as needed.

### **Required Qualifications and Experience**

- Four (4) years of applicable education, volunteer and/or work experience to perform the listed duties successfully. Lived experience may be substituted for work experience up to a maximum of two (2) years.

### **Preferred Qualifications & 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.
- 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.
- Advanced knowledge of Service Point HMIS
- Strong adherence organization skills and demonstrated attention to detail.
- Experience collaborating effectively with a diverse array of stakeholders, especially program participants and direct service providers.



- Experience evaluating, monitoring, and developing improvement plans for housing/homeless programs.
- Strong communication skills.
- Strong interpersonal skills and demonstrated ability to develop and maintain relationships
- 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)
- Dominique Peevy, Director of Coordinated Entry Technical Assistance:  
[dominiquepeevy@austinecho.org](mailto:dominiquepeevy@austinecho.org)

Position will remain open until filled.

**Acknowledgement:**

---

Employee Signature

---

Date

---

HR Director Signature

---

Date

