



ECHO Job Description

Job Title	Director of Permanent Housing
Department	Homelessness Response System Programs
Date Created/Revised	November 12, 2023
Starting Salary	\$80,000-\$100,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

The Director of Permanent Housing leads ECHO initiatives that support permanent housing programming within the Austin/Travis County Homelessness Response System (HRS). This position is responsible for: managing the permanent housing referral process; ensuring equitable and transparent implementation of the HRS prioritization policies, procedures, and workflow; advising community service providers regarding implementation of HUD guidance and permanent housing best practices; and providing HRS technical assistance and program support for permanent housing programs. The Director works with Permanent Housing (PH) staff to cultivate trusting relationships with dynamic and varied community partners. Alongside stakeholders, the PH team will co-create strategies that reduce structural, individual, and perceived barriers to program implementation, and will work to ensure equitable access to permanent housing programming. Collaborating with those who have lived experience of homelessness, service providers, funders, and other community stakeholders, the Director will work to strengthen coalition efforts, advance racial equity initiatives, and improve program performance of HRS rehousing projects.



Reporting Structure:

The Director of Permanent Housing has 4 direct reports who manage the following areas: Coordinated Entry and the By Name List, Rapid Rehousing, Permanent Supporting Housing, and CoC/ESG Program Compliance. This position reports to the VP of HRS Programs (VPP).

Essential Job Functions:

- Support HRS service providers that are working to develop, implement, and otherwise manage Permanent Housing programs. This includes taking initiative to connect with stakeholders, anticipating and/or identifying areas where they may benefit from ECHO's expertise, engaging in thought partnership and making concrete program recommendations that are responsive to each providers' needs.
- Develop materials for and with Permanent Housing service providers, including program guides, training plans and training modules.
- Ensure that partners are functioning in alignment with community standards and practices as identified by the HRS. Coordinate with the VPP and HRS Programs staff to support program performance improvement efforts. This work may include: supporting staff members and their assigned partners to identify issues; engaging in creative problem-solving and modifying practices; updating policies and procedures; training staff and volunteers; evaluating performance data/reports and incorporating participant feedback and other equity focused initiatives into program design and service delivery.



- Collaborate with direct reports to innovate new ways of increasing HRS rehousing system capacity and efficiency; build out community support to help programs meet their target outcomes and increase client case referrals to housing programming.
- Monitor and maintain Coordinated Entry policies and practices pertaining to the rehousing system (outreach policies and procedures, prioritization, transfer policies, move on & move up policies etc.) to ensure that system components retain implementation fidelity across a wide variety of potential staff and agencies.
- Develop project plans, set timelines, allocate resources—especially employee allocation that is responsive to staff capacity—to support programming. Monitor program progress to ensure alignment with ECHO’s Mission and Philosophy of Service and project completion that occurs on schedule and within budget.
- Follow and track HUD guidance related to permanent housing programming requirements for multiple funding streams (CoC, ESG, HOME, HOPWA, VA, etc.) and keep team members and the VPP abreast of changes, risks, and/or opportunities.
- Support continuous improvement and strategic implementation planning with VPP and other Directors.
- Support providers and staff members while actively seeking, valuing, and incorporating their expertise.
- Model strong leadership skills within the HRS Programs team and broader agency:



- Demonstrate a learning mindset and curiosity. Act and lead in ways that honor the expertise of all ECHO colleagues and community partners, including and especially those with lived experience and people with intersectional identities who are impacted by the HRS. Show humility as a leader, including a willingness to be curious, seek support, ask questions, and work to improve understanding.
- Be a proactive leader with regard to staffing the team, retaining employees, and positively engaging HRS Programsteam members. Collaborate with other Directors and HR to recognize employee achievements, provide cross-teams communication about challenges and successes in ECHO's work, and otherwise drive purpose and build a culture consistent with ECHO's values and principles.
- Provide coaching and professional development to direct reports. Within the HRS Program stream, ensure consistent and mutually accountable performance management via prompt and self-aware follow up in instances of inadequate or incomplete performance, as defined in job descriptions, agency policy and procedure, and program standards. Provide clear, actionable, and situation-based feedback to direct reports.
- Maintain solid understanding of agency policies and procedures, especially as related to employee conduct, hiring, anti-discrimination, etc. Act in accordance with those guiding documents and directives. Ensure that employees are knowledgeable about their rights, are welcome to assert them, and work with



the Sr. Director of R&E and the HR Director to enhance timely awareness of changes to policy and procedure.

Required Qualifications & Experience:

- Seven (7) years of combined education, volunteer, and/or work experience conducting systems change work in the nonprofit or social service sector or comparable, and/or lived experience of homelessness.
- Four (4) years of experience providing individual supervision that included collaborative professional development and growth, as well as constructive feedback and routine performance evaluation.
- Strong demonstrated track record of strategic thinking and relationship building.
- Advanced understanding of Racial Equity and Gender Equity principles and how they apply to systems in place to serve extremely low income households.

Preferred Qualifications & Experience.

- Experience in roles that work toward community improvements in homelessness programs or systems, especially experience with Permanent Housing programs, and/or lived experience of homelessness or housing instability, is preferred.
- Willingness to learn new things, strive for ongoing individual and team improvement, and enhance psychological safety within the HRS Programs team.
- Effective communication skills, both verbal and written. Be able to clearly articulate vision and goals, as well as build relationships and meaningfully engage stakeholders.



- Demonstrated ability to support service providers with project design and improvement
- Demonstrated ability to facilitate community and coalition meetings
- Experience in presenting at local, state and national conferences.
- Experience with management practices that demonstrate a commitment to trauma-informed and mutually accountable reporting relationships.
- Systems change work is often complex and requires the cooperation of many people; this role requires the ability to seek, hold, and incorporate varying HRS and individual perspectives and experiences. The demonstrated ability to collaborate effectively with others, build consensus, and resolve conflict is strongly preferred.
- Have a record of showing perseverance in the face of setbacks and obstacles, knowing that systems work can be challenging and demanding, especially in an environment that is often hostile to people experiencing homelessness. Have the ability to model this skill within the HRS Program team, and support staff members in doing the same.
- 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, and to delegate when necessary.



- Bring advanced understanding of power/power dynamics. Have the ability to lead change management efforts that shift power to directly impacted people and communities.

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
- Quiana Fisher, VP of HRS Programs: quianafisher@austinecho.org

Position will remain open until filled.

Acknowledgement:

Employee Signature

Date

HR Director Signature

Date