



ECHO Job Description

Job Title	Emergency Shelter and Diversion Manager
Department	Homelessness Response System Programs
Date Created/Revised	November 9, 2023
Starting Salary	\$62,000-\$75,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

In alignment with ECHO's mission, vision, and values, the Emergency Shelter and Diversion Manager works within the HRS Programs team to support the Homelessness Response System. The Manager technical assistance and support to the daily operations of the community's Resource Centers and Emergency Shelters. The Emergency Shelter and Diversion Manager will collaborate with Emergency Shelter staff to ensure HUD guidance, best practices, and housing focus services are available to people experiencing homelessness. . The role will require collaboration with service providers, funders and people with lived experience of homelessness to develop written standards for emergency shelter and coordination of services. This role will also lead and support the expansion of diversion services throughout the service area.

Reporting Structure:

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



Essential Job Functions:

- Build and maintain mutually respectful relationships with organizations and programs staff that provide emergency shelter and/ or diversion services in the service area.
- Develop TA tools, guides, and community work flows for publication in ECHO's Learning Management System (LMS) regarding emergency shelter and diversion services.
- In collaboration with ECHO staff, service providers, funders and community stakeholders, the Manager will participate in the development and implementation of a community wide shelter plan. Collaborate with service providers and community stakeholders to understand the emergency shelter need, capacity and any accessibility concerns.
- Support collaboration between emergency shelter providers and permanent housing providers.
- Coordinate appropriate and timely response to urgent emergency shelter requests.
- Support emergency shelter providers with technical assistance, program support and opportunities for improvement related to service delivery.
- In collaboration with ECHO's R&E team, Director of Crisis Response, service providers, funders, and community stakeholders to evaluate service and present recommendations and/ or visions to the Emergency ShelterWritten Standards.
- Actively participate in HRS Governance.
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- Serve as the ECHO point of contact regarding diversion funding and services.
- Track, monitor and report diversion spending, service transactions and participant outcomes.
- Participate in community outreach events, natural disasters, and/ or extreme weather.



- Facilitate Emergency Shelter Coordination Meetings monthlyCollaborate with ECHO's HMIS and R&E teams to develop and implement comprehensive performance programs standards.
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- 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.
- Experience evaluating, monitoring, and developing improvement plans for Street Outreach programs.
- 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
- Alesandra Dominguez, Director of Crisis Response:
alesandradominguez@austinecho.org ,

Position will remain open until filled.

Acknowledgement:

Employee Signature

Date



HR Director Signature

Date