

ECHO Job Description

Job Title:	Right at Home Program Manager
Department:	Systems Advancement
Date Created/Revised:	March 17, 2025
Starting Salary	\$62,000 - \$75,000
Position Type & FLSA	Full Time, Exempt

Description of Work

This position plays an integral role in supporting the design and implementation of a new initiative at ECHO and in the Austin/Travis County Homelessness Response System for homelessness prevention. The Austin/Travis County community was chosen to receive funding from Destination Home to create the Right at Home Prevention program, targeted at reducing the inflow of people experiencing homelessness by preventing homelessness in our community. ECHO has received a planning grant to lead an internal and external planning process to design a prevention program, including integration into HMIS and Coordinated Entry. The planning process will be a collaboration between ECHO, the City of Austin, and Travis County.

The planning process will require extensive community feedback to create target population/s, a funding model, program requirements, and funding distribution elements. ECHO will not be administering this funding directly to households, but provide funding to a fiscal agent/s to administer. This position, in coordination with ECHO leadership, will be responsible for project managing that planning process that is expected to last from April 2025 through the end of 2025, with an implementation start of early 2026.

Once the implementation of the prevention program begins, this position will shift to focus on support, training and technical assistance to prevention providers.

Position Summary

This position is responsible for the oversight and management of the Right At Home Initiative. This position is unique, in that the job responsibilities at the beginning of the position (The Planning Phase) are anticipated to last only through 2025. After the Planning phase, the position will shift job responsibilities and focus on the support, training and technical assistance of the project participants, (The Program Phase) During the Planning Phase, the position will report to the Systems Advancement Director and work with the Systems Advancement Team. After the Planning phase, in the Program Phase, the position will shift and be supervised by the Director of Technical Assistance and Program Support. It will permanently reside in the Technical Assistance team.

Planning Phase

This position will be dedicated to building cross-sector partnerships and integrating systems of care that intersect with and support the creation and the success of this exciting new initiative, the Right At Home Prevention program. This position builds on unique collaborations to leverage opportunities, strengths, and resources across systems, and to expand evidence-based practices and preventative services to improve the quality of life of all community members.

Program Phase

This position will serve as the Homelessness Prevention (HP) subject matter expert and will support the Austin/ Travis County Homelessness Response System (HRS) by providing training, technical assistance and program support for the Right At Home Prevention program. Through collaboration with directly impacted stakeholders, partner agencies, CoC governance, funders and national experts, this position will support the HP program design, launch, compliance and continuous assessment/ improvement for the Austin/ Travis County HRS.

Essential Functions

Right at Home Planning Phase

- In collaboration with ECHO leadership, create and project manage a planning process for the design and implementation of the Right at Home Initiative to create a homelessness prevention program in line with grant requirements, community priorities, and in collaboration with the City and the County.
- Create, plan, and manage planning groups based on needs of the program design and requirements.
- Ensure that people with lived experience, grass roots organizations, and traditional prevention funders and providers are integrated into the planning process.
- Collaborate and integrate the work and oversight of the Austin/Travis County Continuum of Care Board, Leadership Council, as needed
- As needed, work and coordinate with Right At Home technical assistance consultants
- Coordinate to ensure compliance with the Right at Home evaluation with the University of Notre Dame, Lab for Economic Opportunities
- Collaborate with the ECHO HMIS department to create a project setup for the prevention program
- Coordinate with Leadership Council on Prevention Planning
- Ensure that the planning process creates an assessment tool that will be used to determine eligibility for the prevention program. .

Right at Home Program Phase

- Develop Technical Assistance (TA) tools, guides, and community work flows related to Homelessness Prevention (HP) publication in ECHO's Learning Management System (LMS) for programming.
- Collaborate with service providers to co-create comprehensive program launch materials, and training plans for HP programming.

- Collaborate with service providers, ECHO staff, and funding entities to facilitate training, performance monitoring and general program support.
- Collaborate with service providers to facilitate Peer Learning Circles and Resource Sharing
- Review Performance as needed
- Collaborate with service providers to operationalize HUD recommended initiatives (participation, racial and gender equity efforts, cross system engagement).
- In coordination with the Director of Technical Assistance and Program Support, develop processes and workflows for HP services providers and community stakeholders.
- Collaborate with the ECHO System Advancement team to improve cross system resource sharing (healthcare, legal system, SOAR, workforce, etc.) and program outcomes.
- Provide project-based technical assistance and program support for HP service providers.
- Develop, manage and track program onboarding process for newly funded projects.
- Participate in Homelessness Response System (HRS) Governance.
- Track program outcomes, progress and areas for improvement.
- Collaboration with ECHO's Homeless Management Information System (HMIS) and Research & Evaluation (R&E) teams in monitoring program data quality, data completeness and performance outcomes.

Minimum Qualifications & Experience:

- Four (4) years of applicable education, volunteer and/or HRS work related 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 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
- Knowledge and understanding of Homelessness Prevention programs is desired
- Strong project management skills through demonstrated past work or volunteer history
- Adaptability and interest in shifting from one department to another at ECHO (after the shift from Planning to Program Phase)
- Ideally having experience providing technical assistance or training to social service agencies
- An understanding of power dynamics within systems, and the ability to elevate and integrate the perspectives and priorities of people and agencies with varying levels of positions of power
- Must be able to directly work with people from diverse racial, ethnic, and socioeconomic backgrounds.
- Experience providing technical assistance and designing capacity building programs for homelessness service providers; including program design and outcome evaluation
- Ability to adapt communication style to a variety of audiences and stakeholders
- Ability to navigate and facilitate groups with varying interests, values, and priorities

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.

Please Note: Relevant volunteer/lived experience will be counted towards an offered salary.

Cultivating Culture:

At the Ending Community Homelessness Coalition (ECHO) 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 fairness, 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 all emails listed below:

- Alesandra Dominguez, Director of Technical Assistance and Program Support alesandradominguez@austinecho.org; Jason Phillips, Director of Systems Advancement; jasonphillips@austinecho.org and Tonya Thomas, HR Director: tonyathomas@austinecho.org

Position will remain open until filled.

Acknowledgement:

Employee Signature

Date

HR Director Signature

Date

