



ECHO Job Description

Job Title	Technical Assistance and Program Support Manager
Department	Homelessness Response System Programs
Date Created/Revised	March 2024
Starting Salary	\$62,000-\$75,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

In alignment with ECHO's mission, vision, and values, the Homelessness Response System Program team works collaboratively with community partners to support high quality service delivery within the HRS. The Technical Assistance and Program Support Manager will collaborate with service providers to evaluate program performance, coordinate training, and support adherence to best practices and community written standards. The Manager will also provide Technical Assistance to providers regarding HUD and ESG regulations for programs in the Continuum of Care. The Manager directs the technical assistance, providers training and monitoring support in alignment with the ECHO Strategic Plan.

Reporting Structure:

The Technical Assistance and Program Support Manager is responsible for the following program areas: Technical Assistance, Performance Monitoring, and Contract Compliance. This position reports to the Director of Permanent Housing

Essential Job Functions:

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



- Knowledge of HUD regulations and CoC program guidelines and ability to develop technical assistance for CoC current projects and the development of new CoC projects
- Collaborate with service providers, ECHO staff, and funding entities to facilitate training, performance monitoring and . Required Continuum of Care (CoC) Program Trainings and best practices, skills development, and racial/ gender equity training.
- Collaborate with service providers to facilitate Peer Learning Circles and Resource Sharing .
- Review Quarterly Performance Scorecards with service providers and develop unique Performance Improvement Plans where applicable.
- Collaborate with the Director of Permanent Housing to support service providers through training, technical assistance, and thought partnership.
- Collaborate with service providers to operationalize HUD recommended initiatives (participation, racial and gender equity efforts, cross system engagement).
- In coordination with the Director of Permanent Housing , develop processes and workflows for those wanting to request ECHO TA, to be published on the ECHO's website.
- Collaborate with the ECHO System Advancement team to improve cross system resource sharing (healthcare, legal system, SOAR, workforce, etc.) and program outcomes.
- Collaborate with Continuum of Care (CoC) Program grantees to provide quarterly performance monitoring, project compliance and monitoring support.
- Provide project-based technical assistance and program support for 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.
- Review and track the CoC and ESG grantees Annual Performance Report in SAGE.



- 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.

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.
- Knowledge of HUD regulations and CoC program guidelines.
- 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.
- Experiencing developing and facilitating adult learning opportunities.



- Experience and proficiency with Service Point HMIS, eSNAPS, Partner Grants, and SAGE.
- Strong writing skills, including the ability to develop training materials and monitoring resources.
- 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 written and verbal 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
- Kat Hammer, Director of Permanent Housing: kathammer@austinecho.com

Position will remain open until filled.

Acknowledgement:

Employee Signature

Date

HR Director Signature

Date