



ECHO Job Description

Job Title:	Vice President of Homelessness Response System Programs
Department:	Homelessness Response System Programs
Date Created/Revised:	December 03, 2025
Starting Salary	\$110,00-\$125,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

The Vice President of Homelessness Response System Programs (VPP) is responsible for ensuring that essential components of the Homelessness Response System (HRS) infrastructure are equitably and efficiently supporting Austin/Travis County's unhoused and service provider community. The VPP will serve as a critical member of the leadership team as ECHO moves forward with its work in Austin/Travis County toward ending homelessness. This position holds responsibility for supporting the HRS providers in the Austin/Travis County continuum, as well as ensuring that the HRS has an effective programmatic infrastructure for implementing the HRS database, Homeless Management Information System (HMIS), and ensuring effective and efficient referral pathways. The VPP will collaborate extensively with the VP of Strategy (VPS) and VP of Operations and Organizational Culture (VPO), as well as with external partners, to ensure effective support of agency and community initiatives.

Reporting Structure:

The VPP has three direct reports that manage the Homeless Management Information System (HMIS), Coordinated Entry, and the Technical Assistance and Program Support teams. This



position reports to the Executive Director.

Essential Job Functions:

- Collaborate with executive leadership to implement ECHO's long-term vision, goals, objectives, and strategic plan.
- Attend ECHO Board of Directors meetings as the subject matter expert for HRS Programming, including making presentations to the Board and supporting the departments under you when they are called to present at board meetings.
- Oversee the planning, coordination, and execution of multiple projects simultaneously.
- Develop project plans, set timelines, allocate resources, and monitor progress to ensure projects are delivered on schedule and within budget.
- Work closely and collaboratively with the VPS to ensure that internal critical infrastructure programs are aligned with external community priorities.
- In conjunction with Executive Leadership, support the planning of an annual operating calendar and monitor the progress of annual operational goals for the programs under the VPP verticals.
- Contribute to the overall strategic planning process and provide insights on project feasibility, risks, and resource requirements.
- Hold responsibility for the development and implementation of program plans, with a focus on racial equity and centering the needs of marginalized communities. This includes ensuring that programs are aligned with ECHO's mission and goals, that they are well designed and implemented, and that they are achieving their intended results.
- Identify areas for process and programmatic improvement within the Homelessness Response Systems, including in collaboration with the Research & Evaluation department.
- Stay up to date on the latest research and best practices in HRS Program implementation. This includes attending conferences, reading journals, and networking with national colleagues.
- Advocate for ECHO's programs. In coordination with the Executive Team, these activities could



include speaking to the media, writing op-eds, and testifying before city council and legislative committees about the nonprofit's work.

- Collaborate with cross-functional teams to develop and execute strategic plan goals, monitor progress towards those goals and ensure achievement of ECHO's strategic objectives.
- Model trauma – informed leadership across the organization.
- Provide guidance and leadership to ensure that all programs are implemented in alignment with ECHO's racial equity principles and practices, and agency values.
- Build strong relationships with internal and external stakeholders, including ECHO staff and Executive level leadership in partner organizations, to execute agency and community-led initiatives.
- Establish and maintain productive and supportive relationships with leadership staff at the City of Austin (Homeless Strategy Division, Austin Public Health, Housing and Planning Department) and with Travis County HHS leadership.
- Model advanced leadership skills within ECHO.
- Foster clear, respectful communication by offering direct, timely feedback and modeling openness to receiving it.
 - Lead and support multiple internal programmatic teams. oversee timely, equitable and accessible hiring and onboarding practices. Collaborate closely with Human Resources and VPO to anticipate staffing needs, address gaps, and develop strategies that strengthen staff retention, engagement, and wellbeing.
 - Provide strength-based coaching & professional development. Ensure performance management is fair, timely, and grounded in mutual accountability.
 - Address performance concerns with clarity, compassion, and alignment with job expectations, policies, and programmatic work standards.
 - Maintain strong knowledge of agency policies and procedures, including hiring, interviewing, and anti-discrimination practices. Ensure staff understand their rights, feel supported in asserting them, and receive timely updates on internal policy or procedural changes.



- Other duties as assigned.

Required Qualifications and Experience:

- Minimum 10 years of combined education, work experience in the Homelessness Response System, or lived experience of homelessness.
- Minimum 5 years direct experience leading a team of people.
- Strong demonstrated track record of 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 and Experience:

- Strong understanding of HRS program design and implementation. This includes knowledge of the different stages of program development, the principles of program design, and the best practices for program implementation. Ideally, includes demonstrated success leading one or more nonprofit or comparable programs.
- Proven track record of successfully managing complex projects, ideally with experience in a leadership role. Strong knowledge of project management methodologies, tools, and techniques.
- Demonstrated ability to work independently, lead and inspire teams, set clear, agency-aligned goals, and see through initiatives.
- Willingness to learn new things, strive for ongoing individual and team improvement, within the Programs team and throughout ECHO.
- Strong interpersonal, communication, and problem-solving skills. Ability to prioritize goals and delegate when necessary.
- Strong understanding of homelessness in Texas (Central Texas/Austin Metro Service Area), including and especially the impact of the intersectional community issues.
- Advanced awareness of how systems of supremacy and systemic oppression impact those that are unhoused and contribute to homelessness.
- Strategic thinker and collaborative leader who exemplifies ECHO's values and holds integrity as a primary orientation to the community.



- Proven leadership experience in setting strategic priorities and programmatic direction that advance equity and nurture organizational health; ability to look across systems, policies, and structures to analyze gaps, anticipate capacity needs, identify misalignment, and develop a structured plan for adaptive change in partnership with key leaders.
- Humility, curiosity, self-reflection, and a sense of humor which foster teamwork, positive work culture, purpose, and perspective.

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 workdays 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.

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:

- Tonya Thomas, HR Director: tonyathomas@austinecho.org
- Matt Mollica, Executive Director: matthewmollica@austinecho.org



Position will remain open until filled.

Acknowledgement:

Employee Signature

Date

HR Director Signature

Date