



ECHO Job Description

Job Title:	Community Engagement Manager
Department:	Communications
Reports To:	Director of Communications and Public Policy
Date Created/Revised:	4/13/2023
Starting Salary	\$57,200 - \$67,200
Position Type	Full-Time, Exempt

Overview

The Ending Community Homelessness Coalition is the HUD-designated Continuum of Care (CoC) Collaborative Applicant for the TX-503 Austin/Travis County area. ECHO oversees the local planning process for the distribution of CoC Program funding and resources dedicated to ending homelessness; and evaluates community needs and makes plans to deliver housing and services to meet those needs. ECHO works with nonprofit partners and community stakeholders to accomplish the system goals to end homelessness. The Community Engagement Manager will drive ECHO's work in creating change based on the lived experiences of people who are and have been unhoused in our community and developing needed policy responses.

Description of Work

This position will be responsible for increasing the opportunities in which persons with lived experience of homelessness are involved in decision-making spaces. The Community Engagement Manager will be responsible for successfully coordinating projects, meetings, and events to connect decision-makers with those affected most by the policies they create. This position will play a vital role in collecting information used to advocate for system improvements related to local policies and practices across the homeless system, to ensure that funding and planning priorities are driven by community needs and especially persons participating in programs and services. The Community Engagement Manager will be responsible for overseeing the Austin Youth Collective (AYC); the position will ensure members feel empowered to pursue projects and activities related to their priorities and support their participation in various decision-making spaces. The goal of this position is to increase collaboration with people with lived experience of homelessness by supporting the development of procedures and opportunities to engage with our work. They will work with other ECHO staff to identify a structure to ensure persons with lived experience of homelessness are engaged in decision making spaces and compensated for their expertise and time as consultants and advisors of system change. The Community Engagement Manager will play a role in implementing ECHO's social media and public communications strategies. This role is intended to be flexible in response to identified priorities.

Essential Functions

- Build relationships with people with lived experience of homelessness that encourage and facilitate the development of leadership skills and opportunities to work in and lead our community's rehousing system
- Tracking local, state, and federal government, business, and community initiatives that impact homelessness, to include Austin City Council and Travis County Commissioners; local city and county commissions and committee work
- Lead ECHO's participation in the Texas Homelessness Network Advocacy coordination, to include policy and advocacy opportunities during the Texas Legislative Session
- Elevate and coordinate as needed advocacy opportunities, with an emphasis on integration of people with lived expertise.
- Recruit community stakeholders to participate in public advocacy projects

- Draft social media posts and public statements with the support of the Communications Director
- Increase advocacy and drive policy changes to ensure the voice of persons experiencing homelessness are represented in system planning, policy implementation and program design.
- Recruit people with lived experience to join decision-making spaces that align with their individual interests and priorities
- Conduct focus groups, attend designated committee/network meetings and/or individual interviews with stakeholders on specific issues to identify promising practices, common challenges, and potential resources.
- Collaborate other departments to consult on policy recommendations and changes - including overseeing the administration and collection of satisfaction surveys from persons receiving services from the local Coordinated Entry system and informing improvements to written standards.
- Support the development and implementation of new policies and Written Standards.
- Participates in agency-wide and community meetings and projects, including conducting community-wide learning opportunities and networking events.
- Advocate for people with lived experience in decision-making roles within the Continuum of Care.
- Oversee the annual budget for AYC, including submitting weekly invoices on behalf of AYC members and maintaining accurate and timely recordkeeping of AYC expenditures.
- Support organization-wide communications and advocacy projects in collaboration with Director of Communications and Public Policy.
- Other duties and special projects as shaped by priorities identified through stakeholder engagement.
- Work with finance and other departments to develop internal policy and procedures related to the various compensation methods for contracted services using a 3rd-party vendor or other payment options.

Supervisory Responsibility

The position supervises has no internal supervisory responsibilities currently which may be subject to change. The position will be responsible for supervising the Austin Youth Collective (AYC) as a decision-making group and facilitating payments for consulting services through a third-party vendor.

Work Environment

This job operates in both a professional office environment and remotely. Employees are required to use their personal cell phones for business purposes. Meetings may be conducted on-site, as well as in the community.

Physical Demands

This is a somewhat active role that will require frequent commuting to meet community members and stakeholders in various locations. Physical demands for this position include the ability to lift files, file boxes, furniture, and camera gear, open filing cabinets and bending or standing on a stool as necessary.

Position Type and Expected Hours of Work

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand. Flex-time will be granted.

Travel

Position requirements may be both office and community-based and may require use of personal vehicle. Some travel is expected for this position both locally and to national conferences.

Minimum Qualifications

- *Graduation with a Bachelor's degree from an accredited college or university with major coursework in a field related to the job, or four (4) years minimum of applicable work experience to perform the above duties successfully are highly encouraged to apply in lieu of degree credentials. Lived experience may be substituted for work experience up to a maximum of two (2) year.*

- Two or more years of involvement with community-based organizations and/or actively supporting coalition and stakeholder engagement work.

Desired Qualifications and Experience

- **This position prioritizes candidates to have lived expertise of homelessness through having personally experienced and/or are experiencing homelessness.**
- Must be knowledgeable about the causes and effects of trauma and able to respond and adapt to crises using trauma-informed principles.
- Ability to successfully engage people experiencing homelessness in discussions and decision-making spaces about issues important to them, gain insight into the concerns and needs within the Homelessness Response System and services.
- Strong meeting planning and facilitation skills, including use of video conferencing.

Research shows women and racialized individuals are less likely to apply to roles unless they believe they meet 100% of the qualifications. No one meets 100% of the qualifications! If you are interested in this position, we encourage you to apply anyways.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

ECHO Core Mission Values

Ideal candidates will share ECHO’s core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

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 are to submit the application materials to the Director of Communications and Public Policy at chrisdavis@austinecho.org: 1) resume, 2) cover letter, and 3) contact information of 3 persons who have knowledge of your character, experiences, and/or abilities and can serve as references. Cover letter should include why you believe it’s important to center the voices of people with lived experience in advocacy work. Position will remain open until filled. Eligible candidates may be required to complete additional job application materials.

Signatures

This job description has been approved by all levels of management:

Director _____ Date: _____

Executive Leadership _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____