



ECHO Job Description

Job Title	Director of Systems Advancement
Department	Homelessness Response System Strategy
Date Created	August 7, 2023
Starting Salary	\$80,000-\$100,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

The Director of System Advancement leads ECHO initiatives that involve intersectionality and collaboration with systems that impact people experiencing homelessness, including healthcare, criminal legal, and SSI/SSDI Outreach, Access, and Recovery (SOAR) systems. Working in strong collaboration with internal partners and external stakeholders, this position will help develop, participate in and refine coordinated community efforts within the Austin/Travis County Homelessness Response System (HRS). The Director ensures that the community of providers represents and welcomes an array of diverse backgrounds, perspectives, and identities, and that it is able to meet the growing demands of implementing effective programs and services in the HRS. This position is expected to advise and implement on how this division within ECHO will expand to include workforce and education. This position organizes, advocates for, and implements policy changes that positively impact people experiencing homelessness. Responsible for agency staff who cultivate relationships and build trust with dynamic and varied community partners, the



Director will ensure programmatic alignment with ECHO's Mission and Philosophy of Service, demonstrating the ability to manage ambiguity and model perseverance.

Reporting Structure:

The Director of Systems Advancement currently has three direct reports who manage the following areas: Legal System, Healthcare System, and SOAR, all within the HRS Strategy Department. Additional intersecting systems are included within scope of this role, but may not involve direct reports. An additional FTE might be added to this team depending on needs and funding. This position reports to the VP of HRS Strategy (VPS).

Essential Job Functions:

Systems Advancement Team Leadership

- Hold responsibility for program operations and day-to-day leadership of managers by providing them with guidance, strategies for growth, and operational assistance.
- Lead staff in accomplishing goals and initiatives that actively reduce disparities and inequities in access to housing, healthcare, and other systems/services that improve long-term quality of life.
- Ensure efficient management of the System Advancement program, including continual programmatic refinement that occurs in coordination with other ECHO staff. Create and maintain efficient internal processes, workflows, communication/feedback loops, goals and objectives, and timely performance monitoring, including grant reporting.



- Assess current team responsibilities and make recommendations to the VP of Strategy and ECHO leadership about how to integrate education and workforce, and potentially additionally disability rights and domestic violence, into the team.
- Hold responsibility for program operations and day-to-day leadership of managers to provide them with guidance, strategies for growth, and operational assistance.
- Model strong leadership skills within the HRS Strategy team and broader agency:
 - Demonstrate a learning mindset. Act and lead in ways that honor the expertise of all ECHO colleagues and community partners, including and especially those with lived experience and people with intersectional identities who are impacted by the HRS. Show humility as a leader, including a willingness to be curious, seek support, ask questions, and work to improve understanding.
 - Be a proactive leader with regard to staffing the team, retaining employees, and positively engaging System Advancement team members. Collaborate with other Directors and HR to recognize employee achievements, provide cross-teams communication about challenges and successes in ECHO's work, and otherwise drive purpose and build a culture consistent with ECHO's values and principles.
 - Provide coaching and professional development to direct reports. Within the System Response team, ensure consistent and mutually accountable performance management via prompt and self-aware follow up in instances of inadequate or incomplete performance, as defined in job descriptions, agency



policy and procedure, and program standards. Provide clear, actionable, and situation-based feedback to direct reports.

- Maintain solid understanding of agency policies and procedures, especially as related to employee conduct, hiring, anti-discrimination, etc. Act in accordance with those guiding documents and directives. Ensure that employees are knowledgeable about their rights, are welcome to assert them, and work with the VPS and HR Director to enhance timely awareness of changes to policy and procedure.

Strategic Project Management

- Navigate and direct work at the intersections of systems that impact and contribute to homelessness. Move adeptly and with enthusiasm between overlapping response sectors (criminal legal, healthcare, SOAR, domestic violence, education, workforce, disability rights, etc.). Draw connections with and among community members who are impacted by these systems. Collaborate with cross-departmental ECHO staff to develop strategies that prioritize capacity building and technical assistance. Collaborate with community partners and external stakeholders to identify partnerships that foster increased involvement and resource development.
- Deploy community-based capacity building strategies. Partner with new and existing agencies that offer robust services and holistic approaches toward ending intergenerational cycles of poverty, structural oppression and racism.



- Perform all duties with the central goal of preventing and ending homelessness, with a focus on both creating new programs and services that serve people experiencing homelessness and influencing policies that benefit this population.
- Continually manage new opportunities in support of HRS Strategy. This will include understanding, developing and launching new projects, and, when ready, ensuring their streamlined handoff to the appropriate staff, programs, and/or external stakeholders. At the onset of the Director position, key initiatives requiring this type of attention will be the At Home Initiative and the PSH Healthcare Collaborative, legal systems, and SOAR.
- Participate in system planning with internal and external stakeholders and providers, including: leading project management for assigned committees and workgroups; facilitating problem solving strategies that result in written products used to increase understanding of system initiatives and components; and, building trust through transparency and responsiveness.
- Develop strategies, and related plans, for a network of supports that promote long-term housing stability for persons who are unhoused or experiencing housing instability, and that address intersectional challenges arising simultaneously for people belonging to historically marginalized and oppressed identities. This work should include support of existing and effective initiatives, and/or pursuit of new opportunities that address:
 - Healthcare: Leverage support through managed care plans and providers. This involves working together to increase accessibility of health care services, and to



improve outcomes with medically complex people experiencing homelessness that tend to have intensive needs and high service utilization.

- Economic Opportunity & SOAR: Focus on employment and income growth, including system-wide SOAR Employment and Income navigation, to successfully connect jobseekers experiencing homelessness to local workforce systems. This also includes leadership on procuring partnerships with employment and income programs and managing related performance outcomes and relationships.
- Education: Explore and create recommendations on ECHO's role in coordinating with the education systems, including primary, secondary, and community colleges in the community and implement recommendations.
- Legal Systems: Determine and support the intersections of the HRS and the legal systems with the goals of policies and programs that help that intersecting population.
- Design and communicate solutions that are responsive to these systems and also intersectional identities that include but are not limited to: race, color, religion, national origin, sex, sexual orientation, gender identity and expression, veteran status, ability, and/or age.
- Specifically seek out, welcome, and center voices of people with lived HRS experience in all aspects of the System Advancement team's work.
- With System Advancement and broader ECHO colleagues, lead on developing system policies focused on creating a community-wide infrastructure that acknowledges



housing as a human right and ensures that all community members have access to housing, resources, and supports that improve wellbeing and quality of life.

- Develop new partnerships and strengthen existing partnerships to leverage support for community-based agencies/stakeholders, healthcare providers, and housing providers that advance equity.

Required Qualifications & Experience:

- Seven (7) years of combined education, volunteer, and/or work experience conducting systems change work in the nonprofit or public health sector, or comparable, and/or lived experience of homelessness.
- Four (4) years of experience providing individual supervision that included collaborative professional development and growth, as well as constructive feedback and routine performance evaluation.
- Strong demonstrated track record of strategic thinking and 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 & Experience.

- Experience in roles that work toward community improvements in homelessness programs or systems is preferred.
- Willingness to learn new things, strive for ongoing individual and team improvement, and enhance psychological safety within the Systems Advancement team.



- Effective communication skills, both verbal and written. Be able to clearly articulate vision and goals, as well as build relationships and gain buy-in from stakeholders.
- Systems change work is often complex and requires the cooperation of many people; this role requires the ability to seek, hold, and incorporate varying perspectives and experiences in the HRS. The demonstrated ability to collaborate effectively with others, build consensus, and resolve conflict is strongly preferred.
- Have the ability to assess a situation, identify opportunities for change, share a clear vision while formulating the steps it will take there, and develop a short- and long-term roadmap for achieving goals. Project management experience is a plus.
- Have a record of showing perseverance in the face of setbacks and obstacles, and knowing that systems work can be challenging and demanding, especially in an environment that is often hostile to people experiencing homelessness. Have the ability to model this skill within the System Advancement team, and support staff members in doing the same.
- Understand and empathize with the experiences of others, 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, and to delegate when necessary.

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, Director of HR: tonyathomas@austinecho.org
- Kate Moore, VP of Strategy: katemoore@austinecho.org

Position will remain open until filled.

Acknowledgement:

Employee Signature

Date

HR Director Signature

Date