**ECHO Job Description**

<table>
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<tr>
<th>Job Title</th>
<th>Director of Community Housing</th>
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<tr>
<td>Department</td>
<td>Homelessness Response System Programs</td>
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<tr>
<td>Date Created/Revised</td>
<td>September 15, 2023</td>
</tr>
<tr>
<td>Starting Salary</td>
<td>$80,000-$100,000</td>
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<tr>
<td>Position Type &amp; FLSA</td>
<td>Full Time, Exempt</td>
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**Job Summary:**

In alignment with ECHO’s mission, vision, and values, the Director of Community Housing leads the Community Housing (CH) team. The Director is responsible for ECHO’s Primary Leasing Program (a low barrier housing partnership), acquisition of community-based low barrier housing units, and provision of Technical Assistance (TA) to CH partners. With a strategic approach and ability to execute operational details, the Director will work with the Homelessness Response System (HRS) to bring new community housing units online and create additional opportunities to generate low-barrier housing. The role requires increasing coordination with HRS service providers and community stakeholders, including people with lived experience of homelessness, housing providers, and elected officials. The Director ensures that contracts associated with the low-barrier housing property are handled accurately and efficiently, and holds responsibility for compliance with funder requirements. The Director will demonstrate strong management skills while working with CH team Coordinators and/or Managers in advancement of the program’s goals and objectives.
Reporting Structure:
The Director of Community Housing has two direct reports who work in the following program areas: primary leasing, low barrier unit acquisition, and Community Housing technical assistance. This position reports to the VP of HRS Programs (VPP).

Essential Job Functions:

- Contract and budget, to include ensuring compliance with grant reporting for each funding source and creating funder tracking measures with the ECHO Finance Director.
- With the VPP, pursue strategic program improvements and associated change management.
- Work with the Site-based Housing Manager on ECHO’s Primary Leasing Program.
- Collaborate with the VPP and City of Austin Housing and Planning Department to coordinate, track and lease housing units dedicated to the HRS through the Rental Housing Development Assistance (RHDA) fund.
- Along with the Unit Acquisition Manager, develop an implementation plan for securing low and no barrier units for the HRS.
- Support the Housing Technical Assistance Manager in providing comprehensive technical assistance and program support to service provider program staff.
- Build coalitions that support the Community Housing project, to include: establishing and maintaining trust with service providers; handling compliance and associated logistics with funders and Public Housing Authorities (PHAs); as needed communication
with elected officials and their staff; and, holding relationships with developers and housing providers.

- Develop and manage strategies to increase and maintain available HRS housing units; collaborate with community stakeholders to advance innovative HRS housing opportunities.

- Collaborate with the ECHO Research & Evaluation team to develop quantitative and qualitative research projects that deepen ECHO’s understanding of local housing market trends, increase housing stability efforts for extremely low income households, and expand housing opportunities.

- Attend and/or lead community meetings related to HRS housing initiatives.

- Develop and manage housing provider appreciation event(s) and initiatives.

- Have knowledge of and stay up to date on changes in City of Austin and Travis County policies that impact the creation of units for the HRS, including but not limited to: Affordability Unlocked, Downtown Density Bonus, RHDA GO Bonds, and Travis County Supportive Housing Collaborative (TCSHC).

- Build out a strategy for Primary Leasing units with private property managers, keeping focus on limiting ECHO’s liability and strengthening relationships between private developers and the HRS.

- Build relationships with Affordable Housing Developers to increase unit access for tenants ready to transition away from HRS-provided services and rental assistance.

- Model strong leadership skills within the HRS Programs team and broader agency:
o Demonstrate a learning mindset and curiosity. 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.

o Be a proactive leader with regard to staffing the team, retaining employees, and positively engaging HRS Programs 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.

o Provide coaching and professional development to direct reports. Within the HRS Program stream, 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.

o 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 VPP and the HR Director to enhance timely awareness of changes to policy and procedure.

**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.
  - Three of seven years experience must be working with Low Income Housing Tax Credit (LIHTC) properties, or with local and state housing policies.
- 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.**

- Willingness to learn new things, strive for ongoing individual and team improvement, and enhance psychological safety within the HRS Programs team.
- Advanced knowledge of local and national housing discrimination, both present and historical, Low Income Housing Tax Credit (LIHTC) properties, local and state housing policies, and trends in the local housing market.
• Effective communication skills, both verbal and written. Be able to clearly articulate vision and goals, as well as build relationships and meaningfully engage stakeholders.
• Experience reading, understanding, managing, and initiating enforcement of contracts.
• Demonstrated ability to facilitate community conversations and coalition meetings.
• Experience presenting at local, state, and/or national conferences.
• Experience with management practices that demonstrate a commitment to trauma-informed and mutually accountable reporting relationships.
• Project management skills, including ability to manage multiple projects with complexities and/or competing deadlines.
• Ability to seek, hold, and incorporate varying HRS and individual perspectives; experience collaborating and effectively handling conflict resolution.
• Have a record of showing perseverance in the face of setbacks and obstacles, knowing that community housing work can be challenging and demanding, especially in an environment that is often hostile to people experiencing homelessness; model this skill within the HRS Program team and support staff members in doing the same.
• 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 and to delegate when necessary.
• Bring advanced understanding of power/power dynamics, and be able to lead change management efforts that shift power to directly impacted people and communities.
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
- Quiana Fisher, VP of HRS Programs: quianafisher@austinecho.org

Position will remain open until filled.

**Acknowledgement:**

_________________________________________  __________
Employee Signature                          Date

_________________________________________
HR Director Signature                        Date