



ECHO Job Description

Job Title:	Legal System Manager
Department:	Systems Advancement Department
Reports To:	Director of System Advancement
Date Created/Revised:	8/17/2026
Salary Starts At:	\$62,000 - \$75,000
Position Type	Full-Time, Exempt

Description of Work

This position provides leadership for system advancement and integration activities between the intersection of the homelessness response system and legal system, with opportunities to also include education, workforce and/or youth. This position collaborates with ECHO leaders to define, plan, and deliver programs that require cross-functional coordination and management of several cross-sector business leaders and service providers. The Manager will work closely with Austin/Travis County area legal system and criminal justice partners to streamline housing and support services from partner agencies to people experiencing homelessness and people recently rehoused who display a pattern of recidivism.

Position Summary

This position is responsible for the oversight and management of the Criminal Justice system components as the intersect with the Homelessness Response System. The Systems Advancement team focuses on ECHO's work in ending and preventing homelessness through the following strategies 1) Fostering cross-sector collaboration through building quality partnerships, 2) Fostering a healthier, more equitable community through building safe and inclusive environments that support well-being, improving social conditions and economic opportunities, and policies promoting collaboration and improving health, 3) Strengthening the shared goal of housing and the intersection with the criminal legal system, service providers and those who have experienced the effects of legal system involvement.

This position will be dedicated to building cross-sector partnerships and integrating systems of care that intersect with and support the homelessness response system (HRS) and our community in ending and preventing homelessness in Austin/Travis County. This position builds on unique collaborations to leverage opportunities, strengths, and resources across systems, and to expand evidence-based practices and preventative services to improve the quality of life of all community members. Acting as a system connector, this manager will be responsible for exploring how to develop and share resources and build the system infrastructure required to collaborate more effectively with agencies outside and inside both the legal and the HRS.

Essential Functions

Cross-Systems Collaboration and Integration:

- Develop strategies and tools to solicit stakeholder feedback with particular attention to bringing in new utilizers of the HRS, including new additional housing intervention types that are more accepting of those with justice involvement.
- Conduct qualitative and quantitative research and needs assessments with system utilizers and people with lived experience of homelessness in collaboration with internal research and evaluation staff.
- Develop strategic planning initiatives based on gaps and needs using data to inform system improvements and provide new processes to ensure coordination between HRS and the Legal System.
- Create, participate and in various stakeholder groups including task groups, affinity groups, committees, and workgroups, including but not limited to BHCJAC, Homeless Advocacy Project, Family Drug Treatment Court Steering Committee, Convene, etc.; develop and oversee the successful implementation of work plans
- Building and maintaining a database of issue-specific contacts, including experts, policy professionals, system practitioners, community leaders, persons with lived expertise, policymakers, and others.
- Developing shared guidelines and protocols with inter-agency collaboration at the program, organization, and policy levels; including joint strategic/policy documents.
- Collaborate with community stakeholder and homelessness response system governance committees, including participating as administrative support for one (1) committee for a period of 2 years to develop policy recommendations to increase housing stability for system utilizers with justice involvement.
- Collaborating with various entities to identify shared resources, joint administrative processes, and joint planning.
- Provide training and technical assistance for community stakeholders, including but not limited to law enforcement officers, judges, lawyers and service providers to decrease stigma and increase long-term housing stability for multi-system utilizers with justice involvement.
- Develop an action plan and annual calendar of activities for cross training and peer training across various systems of care that support a diverse range of community stakeholders (e.g., direct service providers, agency leadership, local and governmental agencies, local politicians, and other advocates).
- Support the System Advancement team, in collaboration with the City of Austin/Travis County Legal System, to build local advocacy campaigns that advance the system's legal policy priorities
- Develop content for internal and external purposes, such as funding proposals, issue briefs, research and policy summaries, and reports
- Monitor local and national legal issues that impact the HRS and area interest groups to track their priorities, flag opportunities, and assess places where staff or intern resources are needed to support and align the work.

Minimum Qualifications

- 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 and Experience:

- ECHO encourages applicants with diverse life experiences to apply – especially persons having experienced social or economic adversity and/or homelessness.
- Those with degrees in fields related to Public Health and Health Sciences, Social Work, Human Services, Criminal Justice, Public Administration, Healthcare Administration, or other Behavioral Science degrees are welcomed to apply.
- Knowledge and understanding of the impact of white supremacy culture on institutions serving marginalized populations and comfort challenging institutional racism within the homelessness response system.
- A strong understanding of power dynamics and analysis of positional power; and the ability to organize with community stakeholders to strengthen and advance collective power.
- Demonstrated, practical understanding and analysis of race, equity, power, diversity and inclusion principles within various settings (agency, community, and system levels).
- Must be able to directly work with people from diverse racial, ethnic, and socioeconomic backgrounds.
- Experience working in settings to develop a deep understanding of homelessness in the context of cross-sector services and collaboration including but not limited to healthcare (e.g., medical, behavioral), criminal justice or other community-based social services dedicated to persons at- risk of homelessness requested.
- Critical thinking skills with an ability to identify, collect, and interpret relevant data for incorporation into educational materials, with an emphasis on increasing stakeholder buy-in and motivation toward supporting system-wide goals and strategic planning.
- Experience providing technical assistance and designing capacity building programs for homelessness service providers; including program design and outcome evaluation

Other Duties

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

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, per ECHO's Hybrid Work Policy. 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.

Please Note: Relevant volunteer/lived experience will be counted towards an offered salary. Please submit notable volunteer and lived experience on your resume when submitting application.

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 through Indeed.