



ECHO Job Description

Job Title	Director of Homelessness Response System Planning
Department	Homelessness Response System Strategy
Date Created	June 24, 2024
Starting Salary	\$80,000-\$100,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

The Director of Homelessness Response System (HRS) Planning is responsible for ensuring that ECHO effectively performs its role as the Collaborative Applicant for the US Department of Housing & Urban Development's (HUD) Continuum of Care Program and supports community planning efforts. In alignment with ECHO's mission, vision, and values, this position leads the HRS Planning team and works with ECHO leadership to make recommendations for the HRS. The Director plays a key leadership role at ECHO and in the HRS, with a priority to promote and support the Continuum of Care Board (Leadership Council); provide leadership to promote increased CoC funding; support grant management and increased funding for the HRS and ECHO; and support the capacity of historically systemically marginalized providers.

This work includes leading a team that is responsible for oversight and management of the Continuum of Care Governance, Grants Management, and Capacity Building. The Director is



responsible for ensuring that the Planning team works with community leaders, people with lived expertise, stakeholders, and HUD-funded agencies to further the distribution and effective management of federal funds granted by HUD and ensures stakeholders have input on CoC planning and policies.

Reporting Structure:

The Planning Director has three direct reports who manage the following areas: Grants, Governance, and Capacity Building for the HRS Planning team within the HRS Strategy Department. This position reports to the VP of HRS Strategy (VPS).

Essential Job Functions:

- Ensure that the Planning Team completes the responsibilities of ECHO as the Collaborative Applicant as outlined in the HUD CoC Program Interim Rule, which includes the HUD CoC Notice of Funding Opportunities (NOFO) and CoC Governance.
- With the Governance Manager, ensure coordination and support of the required HUD Continuum of Care governance structure to ensure it is functioning effectively to address the needs and the priorities of the homelessness response system, and ensure related Committees are functioning effectively to address the needs and the priorities of the homelessness response system.
- With the Grants Manager, ensure a successful CoC NOFO submission, for both the Priority Listing and the Collaborative Application, that aligns with Leadership Council policies and procedures and meets HUD requirements. Advise ECHO leadership and



Leadership Council on HUD guidance that will improve the competitiveness for ECHO's NOFO submission. Support the Grants Manager position to ensure they coordinate the management of all ECHO grant reporting and monitoring as well as solicitations needed from ECHO.

- Ensure that the Capacity Building Manager efficiently coordinates with ECHO leadership to support new providers in the HRS, effectively increasing the capacity of organizations and entities led by members of historically marginalized and oppressed groups to administer HRS programs, initiatives, and/or funds.
- With the Grants Manager, advise on the submission and coordinate the completion of additional HUD or other federal funding opportunities that support the needs of the HRS.
- Build strong relationships with ECHO staff and external stakeholders, to effectively implement the goals of the Planning team.
- In partnership with ECHO staff, governance leadership, service providers, and persons with lived experience of homelessness, review national trends and best practices. Follow and remain knowledgeable regarding HUD requirements, priorities and guidance for ECHO and the HRS more broadly. Communicate that guidance to ECHO leadership and relevant stakeholders, and lead on implementation when applicable.



- Work closely with the VP of Strategy and other ECHO leadership to make recommendations on HRS needs. Coordinate with providers, stakeholders, funders, and policy-makers to implement policies and programs that fill gaps in the system.
- Communicate frequently with internal staff members and external partners, stakeholders, community members and other CoC representatives, managing high priority and complex workstreams.
- In alignment with ECHO's mission, vision and values, ensure that the work of the Planning team centers racial equity and prioritizes the needs of marginalized communities.
- Lead project management activities as needed. Projects may include system-wide initiatives that involve a diverse group of agencies and focus on increasing equitable outcomes. Develop procedures, tracking, and reporting mechanisms to improve the management functioning of the division and its contribution to Departmental and CoC-wide goals.
- Represent the department at public forums, panels, and other speaking engagements.
- 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 Planning 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 Planning 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.



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.

- Possess and/or have the capacity to quickly develop a robust understanding of HUD Continuum of Care responsibilities, Austin/Travis County CoC funded projects, and the Homelessness Response System as a whole.
- 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 Planning Team.
- Effective communication skills, both verbal and written. Be able to clearly articulate vision and goals, as well as build relationships with stakeholders.



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

Position will remain open until filled.

Acknowledgement:

Employee Signature

Date

HR Director Signature

Date