



ECHO Job Description

Job Title:	Senior Director of Policy
Department:	Homelessness Response System Strategy
Date Created/Revised:	11/18/2024
Starting Salary	\$100,000-\$110,000
Position Type & FLSA	Full Time, Exempt

Job Summary:

The Senior Director of Policy will provide leadership for ECHO's efforts aimed at support and improvement of the Homelessness Response System, as well as advancing local, state, and federal policy initiatives. This role ensures that the agency's communication strategy and engagement with people with lived experience are in line with ECHO's strategic priorities.

Bringing strong communication skills, a deep sense of community accountability, and experience with integrating research and evaluation into larger initiatives, the Sr. Director will work across all ECHO program areas and teams, as well as with external stakeholders, to advance agency strategic objectives.

Reporting Structure:

The Sr. Director has two direct reports that manage the following program areas: Research & Evaluation (R&E) and Communications and Public Policy. The position reports to the Vice President of Strategy for the Homelessness Response System (VPS).



Essential Job Functions:

- Collaborate with executive leadership toward achievement of ECHO's Strategic plan, particularly as related to leading policy and system change efforts that impact the Homelessness Response System. This includes:
 - Identifying the primary public policy issues relevant to ECHO's mission, developing strategies to address those issues, and working with policymakers, in coordination with the VP of Strategy, to enact resulting strategies.
 - Stay up-to-date on the latest research and best practices in relevant public policy initiatives, as well as research and evaluation.
- In partnership with the VP of Programs and ECHO staff integrate research, evaluation project results, perspectives of people with lived experience of homelessness, and the current policy landscape to create improvements and recommendations for HRS interventions, including Permanent Supportive Housing, Rapid Rehousing, Diversion, Outreach, Emergency Shelter, SOAR, and Homelessness Prevention.
- Collaborate with the Directors of Research & Evaluation and Communications & Public Policy to create a communication strategy that regularly informs stakeholders and providers about key research findings and encourages action on policy priorities.
- Work with the Director of Research and Evaluation to ensure that research and evaluation projects meet the needs of the HRS and are integrated into ECHO's work,



including supporting the work of the Systems Advancement Team, the needs of the CoC Board, Leadership Council, the HRS Programs teams, and contracted partners, such as the City of Austin. Regularly inform the executive team of key findings that impact the HRS.

- Communicate effectively with the public. This includes educating the public about ECHO's work, mobilizing public support toward effective and compassionate homelessness response systems, and building/maintaining relationships with key stakeholders. In coordination with the VPS, lead communication strategies, such as writing or coordinating op-eds and speaking to the media about ECHO's work.
- Build strong relationships with internal and external stakeholders, including ECHO staff and external partners, to ensure internal agency functioning is aligned with community priorities and goals.
- Develop project plans, set timelines, allocate resources, and monitor progress to ensure projects are delivered on schedule and within budget.
- Model advanced leadership skills within the direct report teams and broader agency:
 - Provide and openly receive direct feedback.
 - Work collaboratively with the R/E and PP Comms depts to support meeting agency wide and department goals.



- o Work to ensure that each department has clear paths towards providing meaningful professional development and support meeting the roles defined in their job descriptions.
- o Nurture environment in which job performance can be evaluated openly and there are ample opportunities and spaces for you and your direct reports to provide two-way communication on job performance without the fear of retribution.
- Maintain strong knowledge of agency policies and procedures, especially as related to hiring, interviewing, anti-discrimination, etc. Ensure that employees are knowledgeable about their rights, are welcome to assert them, and are kept aware of changes to policy and procedure in a timely manner.
- Ensure that the Research and Evaluation, along with the Communication and Public policy teams prioritize and complete HUD and other grant application submission and reporting requirements.
- Other duties as assigned.

Required Qualifications & Experience



- Minimum 10 years of combined education, work experience in the housing public policy, nonprofit research, evaluation, and/or public policy sector, and/or lived experience of homelessness.
- Minimum 5 years direct experience leading a team of people.
- Strong demonstrated track record of 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

- Excellent communication skills. This includes the ability to communicate effectively regarding research findings, both verbally and in writing, in a clear and concise way to a variety of audiences, such as program staff, funders, and policymakers.
- Ability to build relationships with stakeholders, including program staff, funders, policymakers, and other stakeholders in order to ensure that research findings are used to improve ECHO's programs and policy work.
- Educational and/or experiential expertise in public policy, including effective strategies and understanding of risks and benefits to policy efforts; optimally, understand challenges and effective approaches related to working in an often hostile policy environment.



- Ability to align project objectives with organizational strategy and translate high-level goals into actionable plans.
- Strong understanding of homelessness and/or related social justice matters. Awareness of how systems of supremacy and systemic oppression impact those that are unhoused and contribute to homelessness.
- Strategic thinker and collaborative leader who exemplifies ECHO's values and holds integrity as a primary orientation to the community.
- Humility, curiosity, self-reflection, and a sense of humor which foster teamwork, positive work culture, purpose, and perspective.

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 the 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.

DEIB 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, Vice President of Strategy: katemoore@austinecho.org

Position will remain open until filled.

Acknowledgement:



Employee Signature

Date

HR Director Signature

Date