



ECHO Job Description

Job Title:	Governance Manager
Department:	Strategy and Community Planning
Reports To:	Director of Homeless Response System Planning
Date Created/Revised:	11/15/2024
Starting Salary Range	\$62,000 - \$75,000
Position Type	Full-Time, Exempt

Overview

The Ending Community Homelessness Coalition (ECHO) aims to provide dynamic, proactive leadership that engages policymakers and the community to end homelessness. ECHO is the HUD-designated Continuum of Care (CoC) Collaborative Applicant for the TX-503 Austin/Travis County area and is therefore responsible for overseeing the local planning process for the distribution of CoC Program funding and resources dedicated to ending homelessness, evaluating community needs, and coordinating plans to deliver housing and services to meet those needs. ECHO works with nonprofit partners and community stakeholders to accomplish the Homelessness Response System’s (HRS) goals to end homelessness through equity-driven solutions. The HRS Governance is responsible for the design and oversight of the homelessness response system through the creation of written standards and policies related to HRS interventions, HMIS, Coordinated Entry Policies, and Continuum of Care Funding. The Governance Manager will drive ECHO’s work in supporting HRS Governance and ensuring it functions in line with racial equity principles and centers the voices and choices of those most directly impacted by system processes and outcomes.

Description of Work

ECHO is hiring a Governance Manager to help coordinate and facilitate the governance structure of the Homelessness Response System, including the CoC Board (Leadership Council) and associated committees and workgroups. The Governance Manager is responsible for working with ECHO staff and Governance, to develop workplans of Leadership Council and to ensure that Leadership Council and associated committees and workgroups are tracking progress of assigned activities. This position will work to build a strong coalition of stakeholders who are engaged in governance activities and community-wide strategies used to end homelessness and increase the opportunities in which persons with lived experience of homelessness are involved in decision-making spaces that direct the policies and procedures which govern the homeless response system.

Essential Functions

- Collaborate with system leaders and other ECHO staff to ensure program written standards, funding strategies, and policy recommendations are informed by the appropriate governance body or committee and include feedback from system utilizers.
- Ensure that Governance plans for and implements all HUD requirements of the Continuum of Care NOFO competition and the Point in Time Count. Develop and manage timelines and workplans for reviewing and revising CoC Board policies in accordance with HUD and local regulations.

- Work closely with CoC Board Chairs and Members to facilitate the governance process and HUD mandated activities, and to support the creation of annual workplans.
- Facilitate ongoing inclusion of people with lived experience in decision making roles within the CoC by ensuring compensation, technology, and support where needed.
- Coordinate ECHO staff to internally align and be accountable to support the needs of HRS governance and inform and lead in governance spaces in line with our agency mission and values.
- Provide and oversee initial and ongoing training, support, and feedback to members of the governance structure who have lived experience of homelessness.
- Act as a liaison across various committees and workgroups to maintain momentum in community planning used to prepare and convene impactful and successful monthly CoC Board meetings.
- Support the work of the committees and workgroups by coordinating with committee chairs to distribute updated work plans and regularly communicate progress of workplans to Leadership Council and ECHO staff. Assist in strategy to move forward workplans as needed.
- In partnership with ECHO staff, develop and facilitate an onboarding and orientation curriculum to provide ongoing education to members on the requirements and operational activities of the CoC governance structure, including the creation and maintenance of a CoC Governance Handbook. This training will at a minimum include HUD requirements of Leadership Council
- Plan and execute assigned stakeholder events.
- Support the Local and Collaborative Application process during the bi-annual HUD Notice of Funding Opportunity for the Continuum of Care program.
- Other duties and special projects as assigned.

Supervisory Responsibility

The position has no internal supervisory responsibilities currently which may be subject to change.

Work Environment

This job operates in both a professional office environment and remotely. Employees are required to use their personal cell phones for business purposes. Meetings may be conducted virtually or on-site in the community.

Physical Demands

This is a role that requires some commuting to meet community members and stakeholders in various locations. Physical demands for this position include the ability to lift files, file boxes, furniture, open filing cabinets and bending or standing on a stool as necessary.

Position Type and Expected Hours of Work

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Travel

Position requirements may be both office and community based and may require use of personal vehicle or public transportation. Some travel is expected for this position both locally and to national conferences.

Required Qualifications & Experience:

- 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 having lived experience of homelessness.
- Bachelor's degree from an accredited college or university with major coursework in a field related to the job, **and/or** three (3) years of work or lived experience related to the job (total combined experience may be substituted for education up to a maximum of three (3) years for non-supervisory Managers). Minimum of 4 years of related project management experience.
- Strong administrative ability including attention to detail, keeping to timelines, and ensuring clear communication on various projects.
- Must be able to directly work with people from diverse racial, ethnic, and socioeconomic backgrounds.
- Strong facilitation skills, including communication and community-building skills; strong interpersonal skills, including a demonstrated ability to build relationships and share power with a diverse set of stakeholders toward achieving a common goal.
- Analysis and understanding of the impact of white supremacy culture on institutions serving marginalized populations and comfort challenging institutional racism within the homelessness response system.
- Ability to direct the creation and revisions of system policies related to program funding, governance, and service provisions throughout the homelessness response system.
- Strong meeting planning and troubleshooting skills, including use of video conferencing.
- Experience working with community-based organizations and/or actively supporting coalition-building and stakeholder engagement is a plus.
- Familiarity utilizing homelessness response system and/or adjacent systems (including foster care, behavioral healthcare system, medical healthcare/hospital system, and criminal legal system) is a plus.

Work Environment:

This job operates in office settings and is currently hybrid. Employees are required to use their personal cell phone for business purposes. Some activities will be conducted in the community, including in other offices, libraries, and other community-based settings. 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. 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 are to submit the following application materials to the Director of Planning at heleneisert@austinecho.org and tonyathomas@austinecho.org: 1) resume, 2) cover letter, and 3) contact information of 3 persons who have knowledge of your character, experiences, and/or abilities and can serve as references. This position will remain open until filled. Eligible candidates may be required to complete additional job application materials.