

Capacity Specialist

King County Regional Homelessness Authority

Role Title: Capacity Specialist

Salary Range: \$75,000 - \$85,000 per year

Organizational Overview

The King County Regional Homelessness Authority (the Authority) oversees all homelessness related programming and prevention initiatives in the Seattle/King County region. Created by an interlocal agreement between the City of Seattle and King County in 2019, the Authority is charged with building and implementing a regional approach to ending homelessness in King County. To accomplish this, the Authority is specifically tasked with:

1. Engaging and centering people with lived experience;
2. Focusing on justice-based approaches to actively address disproportionalities in the population experiencing homelessness; and
3. Integrating the perspectives of a wide range of stakeholders across King County through a sub-regional planning process that recognizes the unique attributes of communities within the county.

The Authority is currently in its founding era and seeks dynamic and skilled leaders at all levels.

Team Overview

The Regional Capacity team sits on the Program Delivery and Performance Division within the Authority and is responsible for capacity building and technical assistance, strategy development and implementation. The Regional Capacity team is charged with building capacity for community-based service providers that receive public funding, those that desire to pursue public funding, and those engaged in homelessness services work that must be coordinated with publicly funded services. The team is also explicitly charged with developing a working understanding of capacity strengths and opportunities at the sub-regional level by partnering with the Sub-Regional Planning and Community Impact teams. Training and technical assistance on Authority work and homelessness service best practices will be conducted and coordinated by the Regional Capacity team. The team has direct lines of interaction with all offices across the Authority, working closely with the Executive Office to ensure alignment with the big-picture strategy and goals. As a new government agency in the process of developing core components of its infrastructure all team members may be asked to assist in the development of key operating capacities as relevant to their expertise and bodies of work.

Role Description

As part of the Regional Capacity team, the Capacity Specialist works closely with the Regional Capacity Manager, and other Program Division managers to provide specialized content knowledge, expertise on capacity building, and technical assistance. The Capacity Specialist supports the Authority's mission to provide high-quality, customer-centered services to King County community members through specialized support to community-based providers and regional coalition members that support housing and homelessness programs. The Capacity Specialist will support the design of capacity building and technical assistance related strategy, and will implement that work day-to-day. This role is an individual contributor that has a highly focused area of expertise in technical assistance, training, skill building, curriculum development, and continuous quality improvement strategies. They may also lead specific projects in this expertise area, informally managing stakeholders, as needed. This role will report directly to Program Division leadership until a Regional Capacity Manager is hired. This role has no direct reports.

In the initial implementation phase of the Authority, there are significant systems integration and implementation projects that the Authority and the Program Delivery and Performance Division will undertake, and the Capacity Specialist will engage in various ways to support those projects.

The Capacity Specialist will be ultimately accountable to the Chief Executive Officer and people experiencing homelessness and will be held to the processes that customers of the Regional Authority's services, community groups, and frontline staff establish to ensure that accountability.

Accountabilities

Capacity Building and Technical Assistance Oversight (60%)

- Serve as an internal expert in service provider and homelessness capacity building, and technical assistance and training on the Regional Capacity team
- Maintain a high level of understanding in capacity building and regional capacity needs to ensure that the Regional Capacity team's best practices are integrated into the practices of the region's providers
- Collaborate with program level project managers and team leads to complete related research and management projects with a focus on capacity building, technical assistance and training
- Lead specialized project work in capacity building, as needed, including developing a work plan to ensure clear identification of objectives and fiscal resources needed for projects of oversight; Manage implementation of project related tweaks as a part of continuous improvement efforts
- Collaborate with the Deputy Chief Program Officer, Regional Capacity Manager, and other departmental managers to create continuous feedback loops with stakeholder

groups to inform vertical resourcing leveraging a data-driven approach on projects of oversight

Training preparation and implementation (20%)

- Serve as an internal expert in training on the Regional Capacity team, assisting the Authority with initial implementation, including creation of materials and curricula to enable effective training of service providers and Authority staff on new systems and processes
- Maintain team practices and norms related to training on homelessness related practices
- Train team members in core practices and, as needed, on newly implemented Authority processes
- Manage the team training content system

Stakeholder Engagement (20%)

- Engage relevant stakeholder groups in an ongoing way to drive continuous improvement and design efforts for projects of oversight
- Attend relevant meetings with community-based organizations, other government agencies and partners, broadly to support informed design, resource building and resource sharing
- Actively build relationships with innovators across the sector/across sectors to support driving creative innovation and change within workstreams of oversight

Minimum Requirements

- Fluency in equity and racial justice concepts and language, understand their own privilege and power, and is able to bring equity impact analysis to life in the context of their tasks
- 1-3+ years of related work experience in the government, non-profit or related field, with a track record of success in capacity building and technical assistance
- A track record of success in cross-team and/or multi-stakeholder collaboration
- Strong organization, written and oral communications skills
- Proficiency using technology and data, including Microsoft Office Suite

Additional Requirements

- Ability to conduct routine travel around the region to partner with agencies and/or conduct trainings
- Project management experience, a plus
- Budget management experience, a plus
- Experience working across government agencies and related structures/governing bodies
- A track record of success in operations and stakeholder engagement

- Experience designing and operating programs or projects and conducting data-driven continuous improvement processes
- Superior oral and written communication skills
- Exceptional planning, organizing, and prioritizing skills in order to manage a diverse workload, multiple demands, and deadline sensitive projects
- A high level of customer service orientation and attention to detail
- Ability to provide and accept feedback
- Ability to work in and across several communication platforms, including social networks and cloud- based systems
- Strong attention to detail, accuracy, timeliness

EEO STATEMENT

The King County Regional Homelessness Authority is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant or employee based on the basis of race, creed, religion, color, national origin, age, alienage or citizenship status, ancestry, nationality, national origin, marital or domestic partnership or civil union status, familial status, sex, pregnancy, gender identity, or any other characteristic protected by federal, state or local law. In addition, the Authority will provide reasonable accommodations for qualified individuals with disabilities.