

Program Coordinator

King County Regional Homelessness Authority

Role Title: Coordinator, Program

Salary Range: \$85,000 - \$95,000 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 via 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 System Performance team at the Authority is responsible for program, strategy, and system development of grant-funded service provider programs. This includes program design, community planning and system integration, as well as targeted troubleshooting and implementation support through supportive problem solving with service providers. This includes close coordination with the grants management and capacity building teams within the Program Delivery and Performance division of the Authority. The team has direct lines of interaction with all offices across the agency, working closely with the Executive Office to ensure direct alignment with the big-picture strategy and goals of the Authority. As with all parts of the Authority, the system performance team will work closely with people with lived experience to ensure service provision is closely aligned with the needs of people experiencing homelessness. The System Performance Team will also have responsibility for the Authority's program interface with Coordinated Entry.

Role Description

As part of the Program Performance Team, the Program Coordinator works closely with the Deputy Chief Program Officer and Program Performance Managers and other members on the team to support the Program Performance and Coordinated Entry team at the Regional Authority. These teams are under the Program Performance and Delivery with the Grants Management, and Regional Capacity teams. As a contributing member of the Program Performance team, the Program Coordinator works in support of the agency's mission to provide high-quality, customer-centered services to Seattle/ King County community members through providing general support to a series of initiatives and programs that support housing and anti-homelessness related supports. The Program Coordinator will partner closely with the Deputy Chief Program Officer, the Program Performance Manager, the other division managers, community partners and customers to design service provider program related strategy and oversee that work at the Authority, day-to-day.

This role is an individual contributor that supports a variety of projects across the Program Performance team in various administrative capacities, including but not limited to team and/or project operations and administrative support and research. They may also collaborate with Managers to lead specific work streams or deliverables within projects on the System Performance team, as needed. Reporting directly to the Program Performance Manager this role has no direct reports, but may function as team lead.

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 Program Coordinator will engage in various projects to support those projects.

The Program Coordinator 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

Research & Administrative Support (50%)

- Maintain a high level of understanding of organizational platforms in knowledge management and other operational tools; Attend organizational trainings on new platforms and systems and share learnings with the team, as required
- Provide day-to-day operations and administrative support to the Program Performance Manager and the Program Performance, Systems Performance and Coordinated

Entry team, as needed, including scheduling, memo drafting, event production/logistic coordination, management of travel and other related team needs in support of efficient team operations

- Research best practices or new systems that could enhance the work of the Systems Performance and Coordinated Entry team with a focus on tools for Program Performance, Systems Implementation, and Stakeholder Engagement.
- Collaborate with project managers and team leads to complete specialized research, as needed, in support of System Performance team projects and initiatives
- Provide high-quality customer service to internal and external stakeholders as a part of stewarding operations for those working on/with the Systems Performance.

Project/Program Operations (40%)

- Maintain team practices and norms related to Program Performance, System Performance and Coordinated Entry
- Support the Program Performance team in the management of key resources and tools related to the contract program performance, program equity, and performance management workstreams on the Program Performance team
- Support the Coordinated Entry team in the management of key resources and tools related to the coordinated entry equity, and performance management on the Coordinated Entry team
- Support in the management and tracking of deliverables and tasks on team/project work plans to ensure clear identification of objectives and fiscal resources needed for projects of oversight; Collaborate with team leads to implement project related tweaks as a part of continuous improvement efforts, as needed
- Support the management of the Coordinated Entry database in HMIS and any additional databases that support the coordinated entry work of the Authority, including case management databases and any by-name list database software implemented, collaborate with the Data Manager to ensure data cleanliness, etc.

Stakeholder Engagement (10%)

- Support team leaders in coordinating engagement efforts for relevant stakeholder groups in an ongoing way to drive continuous improvement and design efforts
- Attend relevant meetings with community-based organizations, other government agencies and partners, broadly to support informed design, resource building and resource sharing with team leaders; Keep meeting minutes and track engagement touch points
- Build relationships with individuals within and outside of the regional authority across sectors

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
- 4-7+ years of related work experience in the government, non-profit or related field
- 3+ years of experience with a track record of success in Coordinated Entry, Program Performance and related areas.
- A track record of success in cross-team and/or multi-stakeholder collaboration
- Proficiency using technology and data, including Microsoft Office Suite

Additional Requirements

- Ability to travel up to 10%, in state and out-of-state
- Project management experience a plus
- Budget management experience, a plus
- Experience working across government agencies and related structures/governing bodies, a plus
- Experience in project management, operations and stakeholder engagement
- Experience collecting data and/or using data to drive decisions
- 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 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.