

Program Performance Manager

Role Title: Manager, Program Performance

Salary Range: \$95,000 - \$120,000 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 a leader on the System Performance Team, the Program Performance Manager (PPM) works closely with the Deputy Chief Program Officer and System Performance Managers to

lead the Team within the Programs Department at the Regional Authority. This team is under the Deputy Chief Program Officer with the Grants and Community Capacity teams. As a contributing member of the Performance Management team, the PPM works in support of the agency's mission to provide high-quality, customer-centered services to Seattle/King County community members through a series of housing and anti-homelessness programs, and the regional coordinated entry system. The PPM will partner closely with the Deputy Chief Program Officer and Deputy Chief Community Impact Officer, community partners and customers to design program performance related strategy and oversee that work at the Regional Authority, day-to-day. This role primarily leads and oversees projects related to ensuring that homelessness programs funded by, provided by, or coordinated by the Authority, achieve high-impact results, while being delivered in a customer-centered, equity-focused way. Reporting directly to the Deputy Chief Program Officer this role has seven (7) direct reports.

The Program Performance Manager will be ultimately accountable to the Executive Director 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

Project Management and Continuous Improvement (60%)

- Support the Deputy Chief Program Officer in the development and design of strategy for performance management and impact related projects
- Develop a work plan to ensure clear identification of objectives and fiscal resource need
- Support the Deputy Chief Program Officer in ensuring that team capacity is aligned to project based needs to promote the execution of short term and long-term goals
- Oversee the day-to-day operations of all program performance management related projects
- Monitor and track goals and progress against goals for projects related to program performance management, program continuous improvement and direct service feedback
- Collaborate with the Deputy Chief Program Officer to create continuous feedback loops with stakeholder groups to inform vertical resourcing leveraging a data-driven approach on projects of oversight
- Manage implementation of project related tweaks as a part of continuous improvement efforts

Staff Supervision (20%)

- Manage ~ seven (7) staff on the System Performance Team and work collaboratively with stakeholders across the regional authority to support performance management related project planning, progress tracking and plan implementation

- Provide direct growth and develop related supports to direct reports
- Support the Deputy Chief Program Officer in planning and leading team retreats or other professional development activities as a supervisor on the System Performance team
- Model a customer-centric work-style through leadership and personal accountability towards inclusive practices

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
- 5-7+ years of related work experience in the government, non-profit or related field
- 2+ years of experience as a project manager and people leader (supervisor)
- A track record of success of leadership of teams (2-4+)
- Budget management experience
- Proficiency/comfort using technology and data, including Microsoft Office Suite

Additional Requirements

- Ability to travel up to 10%, in state and out-of-state
- 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
- Experience managing a team; a commitment to differentiating management to support success, growth and development of a diverse workforce
- 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.