

Program Performance Manager

Role Title: Manager, Program Performance

Salary Range: \$95,000 - \$120,000 per year

Organizational Overview

The Regional Authority oversees all anti-homelessness related programming and prevention initiatives in the Seattle/King County metropolitan area.

Team Overview

The Program Performance Team within the Regional Authority is responsible for ensuring high impact, high quality and customer-centric grant-funded and direct service strategy development, deployment, and overall oversight within the agency. The Program Performance Team works closely with the Grants and Community Capacity teams in the Programs Department. The Program Performance 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 Regional Authority. The team has approximately seven (7) team members.

Role Description

The Program Performance Manager (PPM) works closely with the Director of Programs to lead the Performance Management Team within the Programs Department at the Regional Authority. This team is under the Director of Programs 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. The PPM will partner closely with the Director of Programs and Community Impact Director, 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 anti-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 Director of Programs 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 (70%)

- Support the Director of Programs 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 Director of Programs 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 Director of Programs 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 Program Performance Management 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 Director of Programs in planning and leading team retreats or other professional development activities as a supervisor on the Performance Management team
- Model a customer-centric work-style through leadership and personal accountability towards inclusive practices

Stakeholder Engagement (10%)

- 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 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 Regional Authority will provide reasonable accommodations for qualified individuals with disabilities.