

Deputy Chief Program Officer

King County Regional Homelessness Authority

Role Title: Deputy Chief Program Officer

Salary Range: \$110,000 - \$140,000 per year

Organizational Overview

The King County Regional Homelessness Authority (RHA) 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 Program Division within the RHA is responsible for grant-funded and direct service related strategy development, procurement, delivery, contract management and oversight of homelessness services, as well as strategy, delivery and oversight of homelessness response system components such as Coordinated Entry. The division includes the Grants, Community Capacity, Program Performance, and System Performance teams. 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 RHA. The division is responsible for deploying services, programs and systems in ways that are innovative, strategic, and aligned to the Authority's core belief that those who have directly experienced homelessness are best suited to develop the solutions that will ultimately end homelessness.

The program team has approximately 25 team members working directly in related offices.

Role Description

The Deputy Chief Program Officer works closely with people experiencing homelessness, the Chief Program Officer, CEO, Ombudsperson, agency staff, Implementation Board, provider

agencies, and other community partners to help shape and implement the strategic vision the Authority has for responding to and ending homelessness in the region. The Deputy Chief Program Officer works closely with the Chief Program Officer to lead the grant funded and direct service programs within the Program Division team, and the RHA's homelessness response system responsibilities. Additionally, this role will be responsible for spearheading initiatives that will enable the Authority to nimbly innovate towards ending homelessness in the region.

This role supports the supervision of 23+ staff with the potential to grow in response to funding availability in subsequent budget allocations or through other revenue generating partnerships.

Together with the CPO, the Deputy CPO plays a key role in designing and managing a healthy organizational culture centered on the Authority's values of community, justice, well-being, learning, collaboration, trust, flexibility, intersectionality and transformation.

The Deputy CPO will ultimately be accountable to the CEO and people experiencing homelessness and will be held to the processes that customers of the RHA's services, community groups, and frontline staff establish to ensure that accountability.

Accountabilities

Program Strategy & Team Management (30%)

- Support the development and design of strategy for programs and grant funding related workstreams to support the RHA in day-to-day operations and oversight of homelessness and housing related programs and initiatives in collaboration with the Chief Program Officer
- Directly manage a team responsible for implementing key agency priorities with regard to the homelessness response system, its core programs and strategies, contract management, coordinated entry and any other direct service components.
- Grow and develop a diverse, highly skilled team to execute programming and initiatives and drive continuous improvement oversight; Directly supervise 6+ direct reports in partnership with the CPO.
- Maintain strong relationships with other Chiefs to support informal management/resourcing and strategy needs for the RHA.
- Develop other department staff professionally and identify educational and professional development opportunities for Program Division team members.
- Provide support and guidance for department staff and communicate departmental needs to the CPO.

Operations & Continuous Improvement (40%)

- Play a leadership role in the deployment of the RHA's Grants Management System and other start-up systems, and the implementation of the initial contracting process, and ensure a seamless transition of contract operations from City and County to the RHA

- Centering the voice of lived experience, support the Program Division and CPO in the implementation of the RHA's equity-based decision-making framework in the agency's re-design of the homelessness response system.
- Support the Program Division and CPO in the implementation of the RHA's equity-based decision-making framework in the design of the agency's procurement process.
- Work with the Program Division to develop and manage a successful HUD Continuum of Care NOFA/NOFO process.
- Support the efficiency of the Program Division through strong administrative skills and prioritization of tasks.

Special Projects and Initiatives (20%)

- Support RHA Special Projects and Initiatives as they emerge in collaboration with the Chief Program Officer and the Program Division Team
- Maintain strong project management leadership for named initiatives and contribute to the capacity of the program team's project management skillset

Stakeholder Engagement (10%)

- Manage strategic relationships with key stakeholders in the region, including local funding partners, and with state and federal partners, including HUD, and other entities that the Authority may be accountable to.
- Engage relevant stakeholder groups, centered our lived experience partners, in an ongoing way to drive continuous improvement and design efforts
- Actively participate in 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

- 7-10+ years of related work experience in the government, non-profit or related field administration and program management of homelessness programming
- Demonstrated experience centering equity and justice approaches in complex government operations with demonstrable results
- Demonstrated understanding of designing programs or strategies for large jurisdictions with complex variation
- Demonstrated understanding of community engagement and organizing principles
- Demonstrated success managing complex stakeholder relationships across multiple jurisdictions
- Budget management experience
- A track record of success of leadership of teams
- Demonstrated ability to work across systems in pursuit of the goal ending homelessness

Additional Requirements

- Ability to undertake routine travel around the region in order to meet with key stakeholders.
- Experience working across government agencies (preference for both local and federal experience) and related structures/governing bodies
- Experience designing and operating programs 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. The Authority will provide reasonable accommodations for qualified individuals with disabilities.