



KCRHA
King County Regional Homelessness Authority

Field Operations Coordinator

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Role Title: Coordinator, Field Operations

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 Program 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 and System 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 program performance team will work closely with people with lived experience to ensure service provision is closely aligned with the needs of people experiencing homelessness.

Role Description

The Field Operations Coordinator is responsible for the project management and successful implementation of the KCRHA responsibilities under a State of Washington initiative to resolve encampments on state transportation rights of way. The Field Operations Coordinator will ensure close coordination between project leads of various State, County and city agencies, and contract service providers conducting outreach, enhanced shelter, and client services, including housing, to ensure that people currently encamped in highly unsafe locations on state transportation rights of way are successfully connected to shelter and housing. The role is primarily field-based and the Field Operations Coordinator is expected to be present in various locations countywide where prioritized encampments exist, and the various service and shelter locations to serve them. This role will coordinate across KCRHA departments, public agencies, and State of Washington, King County and various city departments to ensure the successful implementation. This role will also play a key role in maintaining a timeline and implementation plan through comprehensive stakeholder engagement with public partners, providers, and people with lived experience. As part of the Program and System Performance Team, the Field Operations Coordinator works closely with the Program Performance Manager and Deputy Chief Program Officer, and other members on the team to support the contract service provision team at the Authority. The Field Operations Coordinator will be ultimately accountable to the CEO 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

Program Operations & Project Management (70%)

- Oversee the day-to-day operations of all State Department of Commerce Rights of Way related projects
- Collaborate with the Department leadership across KCRHA 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
- Work with the program and performance team to lead the procurement of services as it relates to the Rights of Way initiative.

- Manage external service providers and consultants working on outreach, enhanced shelter, property and facilities management and client services, including housing-related services.
- Coordinate across State, County and various city departments to ensure project planning, coordination, and infrastructure needs are in place for projects under the Rights of Way Initiative.
- Model a customer-centric work-style through leadership and personal accountability towards inclusive practices
- Maintain team practices and norms related to Program Performance, System Performance and Coordinated Entry
- 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 RHA's program portfolio database in our Grants Management System, HMIS and any additional databases that support the program and systems work of the RHA, including case management databases and any by-name list database software implemented, collaborate with the Data Manager to ensure data cleanliness, etc.

Stakeholder Engagement (25%)

- 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

Data and Assessment (5%)

- Monitor and track goals and progress against goals for projects related to the Rights of Way Initiative.
- Work with Community Impact division to develop, analyze and present data that informs the development of long-term strategy for unsheltered homelessness.
- Work directly with the Community Impact division to develop metrics for evaluation related to the Rights of Way Initiative implementation.
- Collaborate on reports and recommendations based on evaluations and findings during the implementation phase.
- Provide high-quality customer service to internal and external stakeholders as a part of stewarding operations for those working on/with the Systems Performance.

Minimum Requirements

Studies have shown that women, people of color, and those from underrepresented groups are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in the best candidate for the job and encourage you to think broadly about how your background might make you a valuable member of our team in this role when deciding whether to apply.

At minimum we are looking for:

- Fluency in equity and racial justice concepts and language, understand their own privilege and power, and can bring equity impact analysis to life in the context of their tasks
- 3-5+ years of homeless outreach or shelter operations experience
- Knowledge of policies and programs for the unsheltered
- 5-7+ years of related work experience in the government, non-profit or related field, with a record of success in project management.
- A record of success in cross-team and/or multi-stakeholder collaboration
- Comfort in conducting research to identify potential solutions
- Strong organization, written and oral communications skills
- Proficiency using technology and data, including Microsoft Office Suite

Additional Requirements

- Ability to travel up to 10%, in state and out-of-state
- Site acquisition and set-up project management and training experience, a plus
- Experience working across government agencies and related structures/governing bodies
- A record of success in operations and stakeholder engagement
- Ability to problem solve, self advocacy, time management and goal attainment
- Ability to obtain resources as well as navigating bureaucratic processes
- Work collaboratively with partnering agencies
- Experience in meeting facilitation
- Ability to support multigenerational and racially diverse teams
- 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 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
- Ability to advocate and effectively communicate and problem solve under pressure in high stress environments
- Ability to identify gaps and barriers within partners and the unsheltered
- Knowledge of outreach, enhanced shelter, facilities operation and site location practices.
- Strong attention to detail, accuracy, timeliness

VACCINATION MANDATE

RHA is subject to the King County requirement that all county contractors and volunteers working onsite (Workers) at Executive branch agencies (Agency/Agencies) be fully vaccinated against COVID-19.

If you are the successful candidate for a position, RHA will send you a conditional offer letter. As a condition of employment, prior to a final offer of employment, you will be required to:

- Submit proof of vaccination, or
- Have an approved request for medical or religious exemption and an approved accommodation. Philosophical, political, scientific, or sociological objections to vaccination will not be considered for an exemption or accommodation

People are considered fully vaccinated against COVID-19 two weeks after receiving the final dose of vaccination approved by the Center for Disease Control and Prevention (CDC).

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.