



KCRHA
King County Regional Homelessness Authority

Program Specialist - System Performance Team

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Role Title: Program Specialist - System Performance Team

Salary Range: \$75,000 - \$85,000 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 for grant-funded service provider programs. This includes program design, community planning and system integration, as well as targeted troubleshooting and implementation support through problem-solving with service providers, and 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. 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 System Performance Team, the Program Specialist works closely with the Deputy Chief Program Officer and System Performance Managers to develop and provide specialized content knowledge and expertise on service provider program and performance management, including expertise in specific sub-populations, homelessness system component types, and needs and opportunities within King County sub-regions. This team sits in the Program Delivery and Performance division along with the Grants Management and Regional Capacity teams. As a contributing member of the System Performance team, the Program Specialist works in support of the agency's mission to provide high-quality, customer-centered services to King County community members through specialized support. The Program Specialist will partner closely with the Deputy Chief Program Officer, the System Performance Manager, 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 has and/or develops a highly focused area of expertise and contributes that expertise to projects related to designing and implementing equity-based, customer-focused programs, working with the Community Impact Division to support the development of performance metrics for programs and systems, and supporting emergent and/or crisis problem solving for homelessness related services. They may also lead specific projects based in this expertise area, informally managing stakeholders, as needed. Reporting directly to a System Performance Manager, this role has no direct reports.

Individual Program Specialists may take on in-depth program content knowledge for specific subpopulations among people experiencing homelessness, or for specific system components, such as permanent housing or outreach programs, and Coordinated Entry. Applicants are encouraged to identify where their primary areas of expertise are as part of the application process.

This position sits within the System Performance team. This team holds work related to Coordinated Entry operations, including but not limited to:

- Developing and operationalizing system enhancements to ensure continuous improvement of Coordinated Entry
- Partnering with internal and external stakeholders to improve outcomes for people experiencing homelessness
- Managing systems functions and processes to promote equitable, effective, and efficient referrals that lead to stable housing placements
- Working in the Homeless Management Information System (HMIS)

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 Specialist will engage in various projects to support those projects. The Program Specialist will be ultimately accountable to the Chief Executive Officer and people experiencing homelessness and will be held to the processes that customers of the Authority's services, community groups, and frontline staff establish to ensure that accountability.

Accountabilities:

Homelessness Services Program Delivery Engagement and Oversight (80%)

- Serve as an internal expert in homelessness service provision on the System Performance team.
- Maintain a high level of understanding in homeless services best practices, public administrative service provision under contract, and the regional homelessness services delivery system to ensure that high quality services are delivered and best practices are continuously integrated into the Authority's service delivery and the region's implementation of Coordinated Entry.
- Collaborate with people with lived experience, homelessness service providers and others with practice area expertise to assist with planning, implementation, service delivery and continuous improvement of best-in-class homelessness service delivery.
- Collaborate with project managers and team leads to complete related research and management projects with a focus on homeless services delivery.
- Lead specialized project work in the homelessness services delivery field, including developing a work plan to ensure clear identification of objectives and fiscal resources needed for projects of oversight; Manage implementation of project related tweaks as a part of continuous improvement efforts.
- Collaborate with the Deputy Chief Program Officer and managers in the Community Impact division to create continuous feedback loops with stakeholder groups to inform vertical resourcing leveraging a data-driven approach on projects of oversight.

Stakeholder Engagement (10%)

- Engage relevant stakeholder groups in an ongoing way to drive continuous improvement and design efforts for projects of oversight.
- Attend and facilitate 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.

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.

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
- 1-3+ years of related work experience in the government, non-profit or related field, with a track record of success in project management, with a preference for regional or statewide experience.
- A track record of success in cross-team and/or multi-stakeholder collaboration.
- Strong organization, written and oral communications skills.
- Proficiency using technology and data, including Microsoft Office Suite.

Additional Requirements

- Ability to travel within the region.
- Project management experience, a plus.
- Budget management experience, a plus.
- 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.
- 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.

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.