



KCRHA
King County Regional Homelessness Authority

**King County Regional Homelessness Authority
Systems Advocates Program Coordinator**

Role Title: Coordinator, Systems Advocates Program

Salary Range: \$85,000 - \$95,000 per year

(This position is split funded with special revenue and/or philanthropic funds)

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 Systems Advocates Team will be responsible for supporting people experiencing homelessness (customers) navigate across the homeless service, housing, healthcare, behavioral health, and benefit system. The Systems Advocates Team will be responsible for dramatically changing the way the system is experienced by people experiencing homelessness.

Systems Advocates will address two key issues in navigating a fragmented system:

1. Continuity of services; and
2. Coordination between services.

The role of a Systems Advocate is to accompany and advocate for people *across* systems. The Systems Advocates will be a consistent presence, from initial engagement through permanent housing.

Role Description

The Systems Advocate Program Coordinator works closely with the Co-Directors, Lead Systems Advocates and other members on the Systems Advocates team to provide support within the team at

the Regional Authority. This team is under the System Advocates Program under the Programs Division. As a contributing member of the Systems Advocates team, the Coordinator works in support of the agency's mission to provide high-quality, customer-centered services to Seattle/ King County community members through providing general support to a series of initiatives and programs that support housing and anti-homelessness related supports. The Coordinator, will partner closely with the Co-Directors and the Policy & Operations Director, community partners and customers to design Systems Advocates related strategy and oversee that work at the Regional Authority, day- to-day.

This role is an individual contributor that supports a variety of projects across the Systems Advocates team in various administrative capacities, including but not limited to team and/or project operations and administrative support and research. They may also collaborate with Co-Directors to lead specific work streams or deliverables within projects on the Systems Advocates team, as needed. Reporting directly to the Co-Director of Operations, Systems Advocates this role has no direct reports. It sits on the Programs Team.

The Program Coordinator will be ultimately accountable to the RHA Executive Director and people experiencing homelessness. They will contribute to the processes that customers of the Regional Authority, community groups, and frontline staff utilize and ensure efficiency and effectiveness for all users.

Accountabilities

Research & Administrative Support (50%)

- Maintain a high level of understanding of organizational platforms in knowledge management and other operational tools; Attend organizational trainings on new platforms and systems and share learnings with the team, as required
- Provide day-to-day operations/administrative support to the Systems Advocates Co-Directors and the Systems Advocates team, as needed, including scheduling, memo drafting, event production/logistic coordination, meeting minutes, management of travel and other related team needs in support of efficient team operations
- Research best practices or new systems that could enhance the work of the Systems Advocates team with a focus on tools for Project Management, Field Operations, Stakeholder Engagement, Quality Assurance/Quality Improvement, and Workforce Support
- Collaborate with project managers and team leads to complete specialized research, as needed, in support of Systems Advocates team projects and initiatives
- Provide administrative support and maintain strong working knowledge of the Foundational Community Supports (Medicaid 1115 Waiver) program
- Provide high-quality customer service to internal and external stakeholders as a part of stewarding operations for those working on/with the Systems Advocates.

Project/Program Operations (40%)

- Maintain team practices and norms related to Systems Advocates Workforce

- Support the Co-Directors in the management of key resources and tools related to housing navigation program implementation & improvements, internal affairs and external engagement workstreams on the Systems Advocates team
- 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
- Maintain and order an updated stock of engagement supplies from multiple vendors
- Other duties as assigned

Stakeholder Engagement (10%)

- 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

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.

- 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
- 4-7+ years of related work experience in the government, non-profit or related field
- 3+ years of experience with a track record of success in behavioral healthcare administration
- 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 up to 10%, in state and out-of-state
- Ability to work on site
- Project management experience a plus
- Budget management experience, a plus
- Experience working across government agencies and related structures/governing bodies, a plus
- Experience in project management, operations and stakeholder engagement
- Experience collecting data and/or using data to drive decisions
- 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
- Ability to lift up to 50 lbs

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.