



Co-Director of Peer Navigation Workforce King County Regional Homelessness Authority

Role Title: Co-Director of Peer Navigation

Salary Range: \$100,000 - \$130,000

The RHA provides unlimited vacation, 96 hours of paid sick and safe, 12 official holidays and 2 personal holidays, medical, dental, and vision benefits, a pension plan and Deferred Compensation Plan to eligible employees, life insurance and LTD.

(This position is funded through a philanthropic grant)

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 Peer Navigation Co-Director is responsible for developing and managing the systemwide expansion of peer navigation efforts—whether housed directly within the Authority or in collaboration with partner agencies. Peer navigation is an evidence-based approach to system navigation and support that is characterized by its emphasis on a relational framework.

The Peer Navigation team will be responsible for dramatically changing the way the system is experienced by people experiencing homelessness. Peer Navigators will address two key issues in navigating a fragmented system:

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

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

Role Description

The Co-Director, in partnership with up to three other Co-Directors, will be responsible for program design, ongoing program operations, continuous improvement, and assessment of the Peer Navigation network. The Co-Directors will be tasked with designing and implementing the peer navigation program within King County. This will involve leading the engagement process with stakeholders across the County to develop a program that is informed by the experiences of people experiencing homelessness, providers, and outreach workers. Once implemented, the Co-Director will be responsible for managing the day to day operations of the Peer Navigation workforce, assessing the overall impact of the program, and engaging in continuous improvement and program adaptation. Through their leadership the Co-Director 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 initiatives and programs that support housing and anti-homelessness related supports.

The Director will be ultimately accountable to the Chief Executive Officer and people experiencing homelessness and will be held to the processes that people experiencing homelessness, community groups, and frontline staff establish to ensure that accountability.

Accountabilities

Peer Navigation Program Design (25%)

- Engage with stakeholders across King County to collaboratively develop a program design for Peer Navigators that meets the needs of each subregion.
- Work closely with the Lived Experience Coalition, people with lived experience, and people who are currently experiencing homelessness to develop a program design that meets the needs of people experiencing homelessness.
- Consult providers, outreach workers, and coordinate across systems to create a cohesive strategy for collaboration with Peer Navigators.
- Develop a training and professional development plan for Peer Navigators.
- Create systems of accountability and support for Peer Navigators.
- Implement processes of pairing people experiencing homelessness and Peer Navigators.
- Participate actively in the Regional Authority's goal of creating enduring streams of funding for Peer Navigation services.

Peer Navigation Strategy & Team Management (25%)

- Develop and implement strategies to support Peer Navigators wellbeing and professional development.
- Create team structure that fosters innovation and collaboration.
- Support the development and design of strategy for Peer Navigation related workstreams to support a new regional authority in day-to-day operations and oversight of homelessness and housing related programs and initiatives in collaboration with the CEO and other department chiefs.
- Support in the unification of the Peer Navigation team and related stakeholders in support of the team vision.
- Develop a work plan to set and track goals and progress against goals for the Peer Navigation team
- Model a customer-centric work-style through leadership and personal accountability towards inclusive practices.

Operations & Continuous Improvement (25%)

- Ensure team capacity is aligned to organizational needs to promote the execution of short term and long-term goals.
- Engage in constant and ongoing iterative processes that can rapidly respond to feedback from customers, team members, and other stakeholders concerns.
- Conduct quarterly to bi-annual assessments on program success. Collaborate with the Community Impact department to create metrics that assess the effectiveness of the program.
- Develop reports that inform national best practices for peer navigation networks as a homelessness response.
- Oversee the day-to-day operations of all Peer Navigation Team functions.
- Work closely across departments and with designated Peer Navigation auxiliary staff to develop administratively efficient processes.
- Collaborate with the department chiefs to ensure cross-team implementation efforts are done with fidelity and centered on customer needs.
- Ensure staff members meet target goals.
- Create continuous feedback loops with stakeholder groups to inform vertical resourcing leveraging a data-driven approach.
- Oversee tweaks to services delivery and support staff members in making changes or identify additional capacity/resourcing, as needed.
- Coordinate with KCRHA staff to identify and leverage funding sources from across systems.

Stakeholder Engagement (25%)

- Engage relevant stakeholder groups in an ongoing way to drive continuous improvement and design efforts.
- Work with the Lived Experience Coalition and customers to evaluate the program and identify areas of improvement.

- Act as a liaison between the Authority and other Cities, regions or agencies interested in Peer Navigation.
- 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

- Lived experience of homelessness, the criminal legal system, the mental health system, or other relevant systems that impact people experiencing homelessness in King County
- Deep 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
- A track record of success of leadership of teams (3-5+), external affairs, strategic partnership building and/or program oversight
- Budget management experience preferred but not required
- Proficiency/comfort using technology and data, including Microsoft Office Suite

Additional Requirements

- Ability to frequently travel around the region to meet with people experiencing homelessness
- Experience working across government agencies and related structures/governing bodies
- A track record of success in operations, partnership and/or board management
- Experience designing and operating programs and conducting data-driven continuous improvement processes
- Superior oral and written communication skills
- Experience managing large teams; 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, timelines

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.