



**KCRHA**  
King County Regional Homelessness Authority

## **Deputy Chief Community Impact Officer**

King County Regional Homelessness Authority

**Role Title:** Deputy Chief Community Impact Officer

**Salary Range:** \$120,000 - \$140,000

**Benefits:** Unlimited vacation, 96 hours of paid sick and safe, 12 official holidays and 2 personal holidays, medical, dental, and vision benefits, pension plan, deferred compensation plan to eligible employees, life insurance and long term disability.

### **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 in order 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 is looking for dynamic and skilled leaders at all levels.

### **Team Overview**

The Community Impact team within the Authority is responsible for oversight of critical agency activities including data management and reporting, the development of system metrics, program development and oversight, community engagement, data system implementation, and stakeholder coordination. Members of this team report directly to the Chief Community Impact Officer and support the data and community engagement functions of the Community Impact department in service of the broader Authority goals.

### **Role Description**

The Deputy Community Impact Officer works closely with people experiencing homelessness, the CEO, Chief Community Impact Officer, Chief Program Officer, 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. Together with the Chief Community Impact Officer, the Deputy Chief Community Impact Officer will develop and implement the Authority's community organizing, data management and reporting (including Homeless Management Information System (HMIS), Point In Time Count, and other data collection as deemed necessary by Authority leadership). The Community Impact division is responsible for using data 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 Deputy Chief Community Impact Officer will support the Community Impact division in building a department that can provide robust near real time data to agency decision makers, providers, people experiencing homelessness, and other community members as needed. Additionally, this role will be responsible for spearheading initiatives that will enable the Authority to routinely share what progress has been made towards ending homelessness in the region. The Deputy Chief Community Impact officer will support the Chief Community Impact Officer in implementing protocols and channels of communication that ensure that the department provides support to the Chief Program Officer and Ombudsperson.

This role supports the supervision of 6+ staff with the potential to grow substantially in response to funding availability in subsequent budget allocations or through other revenue generating partnerships.

Together with the Chief Community Impact Officer, the Deputy Chief Community Impact officer 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 Chief Community Impact Officer will ultimately be 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:***

**Leadership Support & Special Projects (40%)**

- Play a leadership role in the on-going growth and development of enterprise level technology solutions to collect, organize, and make meaning of the Authority's data collection efforts
- Support the efficiency of the Community Impact Department through strong project management, administrative skills and prioritization of tasks.

- Develop and manage new data collection strategies to close knowledge gaps and increase the capacity of the Authority to have near real time understanding of needs and housing or service availability in the county.
- Support the Chief Community Impact Officer in the development and implementation of new data collection strategies across departments and work closely with the CEO and Deputy CEO to facilitate cross departmental communication.
- Work with the Community Impact team to develop or procure and manage a successful and HUD compliant HMIS system.
- Identify and attend trainings related to data collection and management requirements. Work closely with the Privacy and Compliance Manager to ensure that data collection methods and outputs are aligned for reporting requirements when applicable.
- Manage relationships between compliance officers and contacts at HUD, the City of Seattle, King County, the State of Washington and other entities that the Authority may be accountable to.
- Directly manage a team responsible for implementing key agency priorities with regard to data, data quality, and success metrics.
- Maintain strong relationships with other Chiefs to support informal management/resourcing and strategy needs in the absence of the CEO.
- 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 Chief Community Impact Officer.
- Develop other department staff professionally and identify educational and professional development opportunities for the Evaluation and Analytics Coordinators and Data Asset Management team.
- Provide support and guidance for department staff and communicate departmental needs to the Chief Community Impact Officer.

### **Organizational Strategy & Operations (40%)**

- Support the development and design of data strategy to support a new regional authority in day-to-day operations and oversight of all homelessness related programs and initiatives in collaboration with elected officials across King County
- Support the Chief Community Impact Officer in identifying and vetting additional tools that can help the authority effectively and efficiently collect and process data.
- Support in the unification of the team and related stakeholders to drive towards the organizational vision
- Support the organizational strategic planning process
- Design and lead the solidification of communication practices to support the alignment of goals within the Department
- Model a customer-centric work style through leadership and personal accountability towards inclusive practices

- Ensure organizational capacity is aligned to organizational need to promote the execution of short term and long-term goals
- Work with Chief Community Impact Officer to identify additional resourcing to support agency operations, as required
- Proactively engage with other staff and support communication between organizational leadership and the Community Impact team to keep a pulse on organization-wide workstreams with a focus on data needs
- Provide support to the Chief Community Impact Officer as a strategic thought-partner
- Ensure the capacity, resources, and expertise of the Community Impact department is aligned to accomplish the objectives of the department and broader agency.

### **Community Engagement, Partnerships and Intergovernmental Affairs (20%)**

- Coordinate and facilitate opportunities for engagement between external stakeholders and the Chief Community Impact Officer.
- Support the development of relationships with community-based organizations, potential resourcing partners and other government agencies to support strong engagement and create opportunities for collaboration
- Work with Chief Community Impact Officer to prepare materials to provide relevant updates to key partners in town halls, board meetings, council sessions, or related engagement and/or oversight structures.
- When needed, attend events on behalf of the Community Impact Officer.
- Represent the Chief Community Impact Officer and conduct delegated duties as needed.
- Support the Community Impact Officer in creating new connections to community based organizations, providers, and customers.

### **Minimum Requirements**

- 5+ years of related work experience in research and research administration
- 5+ years of experience with quantitative and/or qualitative research methods with a focus on monitoring, evaluation, and continuous quality improvement and organizational learning
- 3+ years experience managing teams
- 3+ years of experience in project management
- Experience acting as an evaluator or senior researcher on behalf of government agencies (preference for HUD, DOL, HHS, or ACF or other agencies of similar mission and population focus.
- High proficiency using multiple types of analytic tools (e.g. R, Tableau, NVivo, Dedoose, SPSS, STATA) and data visualization tools.
- Demonstrated understanding of community engagement and organizing principles

- Demonstrated understanding of designing programs or strategies for large jurisdictions with complex variation
- Clear experience centering equity and justice approaches in complex government operations with demonstrable results
- Demonstrated success managing complex stakeholder relationships across multiple jurisdictions
- 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.