



KCRHA

King County Regional Homelessness Authority

Deputy Chief Program Officer

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Role Title: Deputy Chief Program Officer

Salary Range: \$110,000 - \$140,000

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.

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 RHA 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 Division within the RHA is responsible for contracted and direct service related strategy development, procurement, delivery, program management and oversight of homelessness services, as well as strategy, delivery and oversight of homelessness response system components such as Coordinated Entry. The division includes the Community Capacity, Program Performance, System Performance, and Procurement teams to oversee contracts and the homeless crisis system as a whole, and the RHA's direct services capacity under the System Advocates team. 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 RHA. The division is responsible for deploying services, programs and systems 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 program team has approximately 70 team members working directly in related offices.

Role Description

One of two deputies in the division, the Deputy Chief Program Officer reports to the Chief Program Officer (CPO) and works closely with people experiencing homelessness, the Chief Executive Officer (CEO), Deputy Chief Executive Officer (DCEO), Chief Administrative Officer (CAO), Ombudsperson, agency staff, Implementation Board, Advisory Committee, 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. The Deputy Chief Program Officer works closely with the Chief Program Officer to ensure the Program Division has the structure, operational support and policy capacity to ensure excellence in the grant funded and direct service programs within the Program Division team, and the RHA's homelessness response system responsibilities. Additionally, this role will be responsible for spearheading initiatives that will enable the Authority to nimbly innovate towards ending homelessness in the region. The role requires solid experience in the administration of publicly funded programs, and people with experience leading federally funded continuum of care programs are encouraged to apply.

This role is responsible for direct supervision of approximately five management and administrative staff, and there is potential for the number to grow in response to funding availability in subsequent budget allocations or through other revenue generating partnerships.

Together with the CPO, the Deputy CPO 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 CPO will ultimately be accountable to the CEO and people experiencing homelessness and will be held to the processes that customers of the RHA's services, community groups, and frontline staff establish to ensure that accountability.

Accountabilities

Division Development (40%)

- Develop and implement strategies for programs and contract funding related workstreams to support the RHA in day-to-day operations and oversight of homelessness and housing related programs and initiatives in collaboration with the Chief Program Officer
- Develop and implement structures for the division to standardize workstreams and document procedures, protocols, and processes with an eye towards generating high quality work at all levels that meets organizational and funder requirements.

- Directly manage staff and teams responsible for implementing key agency priorities with regard to the homelessness response system, its core programs and strategies, program contract management, procurement of contract services, coordinated entry and the RHA's direct services; directly supervise direct reports in partnership with the CPO.
- Grow and develop a diverse, highly skilled team to execute programming and initiatives and drive continuous improvement oversight.
- Maintain strong relationships with other agency Chiefs and divisions to support informal management and resourcing and strategy needs for the RHA.
- Develop division staff professionally and identify educational and professional development opportunities for Program Division team members.
- Provide support and guidance for department staff and communicate departmental needs to the CPO.

Strategic Planning, Operations, & Continuous Improvement (40%)

- Oversee planning efforts to reduce, prevent, and end homelessness working with partners across the region to develop and implement innovative ways to increase the efficiency and effectiveness of the homelessness response system.
- Centering the voice of lived experience, support the Program Division and CPO in the implementation of the RHA's equity-based decision-making framework in the agency's implementation of the homelessness response system.
- In close coordination with the CEO, Chief of Staff, and Senior Director of Communications, develop, maintain, and otherwise steward strong external partnerships within the homelessness and housing response system, working to continuously and actively support information symmetry between the Authority, funders, people with lived experience, and provider partners.
- Support the development and manage a successful submission of a variety of federal grant applications, including the HUD Continuum of Care NOFO.
- Research and respond to policy, regulation, and legislation on homelessness and affordable housing and its impacts on KCRHA programs in close coordination with the Chief of Staff and other KCRHA policy staff.
- In partnership with other senior Program Division staff provide ongoing analysis and management of internal staffing structure solutions to ensure gaps are being addressed.
- Support the efficiency of the Program Division through exceptionally strong administrative and project management skills.

Special Projects and Initiatives (20%)

- Support RHA Special Projects and Initiatives as they emerge in collaboration with the Chief Program Officer and the Program Division Team
- Maintain strong project management leadership for named initiatives and contribute to the capacity of the program team's project management skillset

Minimum Requirements

- 7-10+ years of related work experience in the government, non-profit or related field administration and program management of homelessness programming
- Exceptional knowledge of the housing and homelessness ecosystem with demonstrable understanding of current program models as well as innovations happening at the local and national level
- Demonstrated experience centering equity and justice approaches in complex government operations with demonstrable results
- Demonstrated project management experience
- Demonstrated understanding of designing programs or strategies for large jurisdictions with complex variation
- Demonstrated success managing complex stakeholder relationships across multiple jurisdictions
- Budget management experience
- Demonstrated experience managing effective and efficient operations across a diverse portfolio.
- A track record of success of leadership of teams

Additional Requirements

- Ability to travel up to 10%, in state and out-of-state
- Experience working across government agencies and related structures/governing bodies
- Experience designing and operating programs and conducting data-driven continuous improvement processes
- Superior oral and written communication skills
- 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 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.