



Ombudsperson

King County Regional Homelessness Authority

Role Title: Ombudsperson (Ombuds)

Salary: \$95,000-\$115,000

Organizational Overview

The King County Regional Homelessness Authority (KCRHA) 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 KCRHA is currently in its founding era and seeks dynamic and skilled leaders at all levels.

Team Overview

The Office of the Ombudsperson (Ombuds Office) assists the King County Regional Homelessness Authority, providers, and the greater community to improve access to equitable and quality homelessness services that center people with lived experience. The Ombuds Office will promote constituent confidence in KCRHA by responding to concerns from people living homeless and use this feedback to inform policies and programs within the homelessness system. The primary goal of the Ombuds Office is to assist people living homeless on their path to fairer access to external resources and improve their quality of life while in shelter and other housing interventions. The Office will be an advocate to ensure that people experiencing homelessness have a meaningful role in the decision-making processes throughout the homelessness system.

The team will consist of the Chief Ombudsperson and approximately four team members. Each team member will have direct lines of interaction with all offices across KCRHA and will work closely with the Executive Office to ensure direct alignment with the big-picture strategy and

goals of the Regional Authority. The Ombuds will also work closely with the community to maintain accountability to centering people with lived experience.

Role Description

The Ombuds primary role is to assist the Ombuds Office in resolving issues, investigating claims, supporting constituent decision-making power, facilitating ongoing community engagement, and engaging in community-based participatory research and data collection. This work aims to leverage the Ombuds Office's engagement with the community to ensure homeless service environments are safe and respectful for everyone and meaningfully integrate the daily experiences and perspectives of people living homeless in KCRHA's policies and priorities. **This role will grow and evolve with the office as needed.**

On a given day, the Ombuds will spend time:

- Efficiently gathering information to assist people experiencing homelessness in resolving grievances with provider partners and systems.
- Documenting client interactions accurately and efficiently.
- Assisting the Chief Ombuds and Ombuds Office team in identifying complaint trends and patterns and recommending changes for responding to systemic issues.
- Regularly engaging community groups to support ongoing improvement and design efforts.
- Working with the Ombuds Office team to develop proposals, guidance, and recommendations to improve the homelessness response system.
- Helping foster service environments that support healthy and mutually respectful relationships between people using services and the providers of services.
- Assisting the Ombuds Office team in designing and implementing ways of collecting data, engaging communities, and developing goals that promote the KCRHA's mission to respond to feedback from people with lived experience.

Your areas of knowledge and expertise that matter most for this role:

- A demonstrated commitment to public service, professional responsibility, and serving the public's best interests.
- Experience working with people making complaints and handling them with kindness, compassion, and courtesy.
- Ability to maintain a courteous, empathic, and professional demeanor when working with individuals experiencing crisis.
- Exceptionally detail-oriented with excellent interpersonal communication skills, including active listening skills.
- Working knowledge of King County's homeless system, its programs, and interventions.
- Experience working collaboratively with diverse personalities to get things done, and an openness to building solid work relationships with teammates.
- Willingness to learn technology that KCRHA may use.
- An ability to work independently with minimal direction/supervision, experience working remotely with autonomy, reliably completing tasks, and the flexibility to work onsite in the office as needed.
- Excellent follow-through on commitments and using sound judgment to recognize and handle sensitive/confidential information.
- Ability to provide and accept feedback.

- Ability to meet with partners and people experiencing homelessness across the region.
- Ability to be flexible and adaptable to change, a willingness to learn, and thrive in a startup environment that encourages critical thinking and creative problem-solving.
- Experience working with communities most impacted by homelessness, including people living with disabilities, older adults, gender-diverse communities, youth, children, and families.
- Experience working effectively with others from different backgrounds and cultures.
- Fluency in equity and justice concepts, an understanding of one's privilege and power, and a willingness and ability to analyze equity in the context of their role and daily tasks.

Additional Information:

All applicants are encouraged to read [Section 6 of the Interlocal Agreement](#), which outlines the responsibilities of the Ombuds Office. For more information, please visit <https://kcrha.org/about-us/new-unified-regional-homelessness-authority/>.

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

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 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.