



Continuum of Care Coordinator

King County Regional Homelessness Authority

Role Title: Coordinator, Continuum of Care

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

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 Program Performance team at the Authority is responsible for program, strategy, and system development of grant-funded service provider programs, including those funded by U.S. Department of Housing and Development (HUD) Continuum of Care (CoC) grants. CoC grants account for more than \$50 million in King County programming, including much of the region's permanent supportive housing. This responsibility includes implementation of contracted services, program reviews and system integration, as well as targeted troubleshooting and implementation support through supportive problem solving with service providers, and support for procurement of services through program refinement and community planning. This team is under the Program and System Performance Division of the Authority, and coordinates closely with the Grants Management, Community Capacity and System Performance teams. The team has direct lines of interaction with all offices across the agency to ensure direct alignment with

the big-picture strategy and goals of the Authority. As with all parts of the Authority, the program performance team will work closely with people with lived experience to ensure service provision is closely aligned with the needs of people experiencing homelessness.

Role Description

As part of the Program Performance Team, the CoC Coordinator works closely with the Deputy Chief Program Officer and Program Performance Managers and other members on the team to support the Coe grant funded programs administered by the Authority. The Coe Coordinator is responsible for ensuring the CoC Board is an effective and high performing board and meets all federal requirements and standards. The Coordinator works to support the board as a project manager and facilitates information and communication flow between the CoC Board, its subcommittees, KCRHA staff, and KCRHA Governing Committee and Implementation Board. The CoC Coordinator, in collaboration with the Program and Finance teams, is responsible for ensuring that Coe funded programs are effective, high performing, meet all federal standards; goals; and compliance, including effective use of coordinated entry and fully utilize grant funding.

The Coe Coordinator will be responsible for unique elements of the Coe grant portfolio, including Annual Performance Reviews, grant renewals and close-outs. As a contributing member of the Program Performance team, the CoC 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 CoC Coordinator will partner closely with the Deputy Chief Program Officer, the Program Performance Manager, the other division managers, community partners and customers to design service provider program related strategy and oversee that work at the Authority, day-to-day.

This role is an individual contributor that supports the Program Performance team in various related administrative capacities, including but not limited to team and/or project operations and administrative support and research. They may also collaborate with Managers to lead specific work streams or deliverables within projects on the Program Performance team, as needed. Reporting directly to the Program Performance Manager, this role has no direct reports, but may function as team lead.

In the initial implementation phase of the Authority, there are significant systems integration and implementation projects that the Authority and the Program Delivery and Performance division will undertake, and the CoC Coordinator will engage in various projects to support those projects.

The CoC Coordinator will be ultimately accountable to the Chief Executive Officer 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

Project Management and Continuous Improvement (70%)

- Support Program Performance for the CoC portfolio through efficient, effective management of grant life cycle
- Staff and support the work of the CoC Advisory Committee and sub-committees
- Develop a work plan to ensure clear and timely identification of objectives and fiscal resources needed
- Support the Program Performance team in ensuring that team capacity is aligned to project needs to promote the execution of short term and long-term goals
- Oversee the day-to-day operations of all CoC grant-funded administrative and programmatic requirements
- Support the Deputy and division team members to ensure that the RHA's Continuum of Care procurement, policy and administrative responsibilities are met timely
- Support the Deputy and division team members to ensure that the Seattle-King County Coe meets all federal requirements.
- Monitor and track goals and progress for CoC related programs and annual grant cycles
- Support the management of the Coe portfolio database in our Grants Management System, HMIS and various HUD databases that support the program and systems work of the Authority.
- Collaborate with the Program Division leadership to create continuous feedback loops with stakeholder groups to inform vertical resourcing leveraging a data-driven approach on projects of oversight
- Manage implementation of project-related adjustments as a part of continuous improvement efforts
- Ensures KCRHA meets obligations as the CoC lead in conjunction with other divisions
- Ensure annual member meeting in partnership with other divisions
- Support the procurement and programs team on CoC NOFO

Program Operations (20%)

- Maintain team practices and norms related to Program Performance, System Performance and Coordinated Entry
- Support the Program Performance team in the management of key resources and tools related to the contract program performance, program equity, and performance management workstreams on the Program Performance 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

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

- 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 Coordinated Entry, Program Performance and related areas.
- A track record of success in cross-team and/or multi-stakeholder collaboration
- Proficiency using technology and data, including Microsoft Office Suite

Additional Requirements

- Ability to travel up to 10%, in state and out-of-state
- 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

Benefits: Unlimited vacation, subject to manager approval, 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.

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 RHA will provide reasonable accommodations for qualified individuals with disabilities.