



KCRHA
King County Regional Homelessness Authority

Program Coordinator

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Role Title: Coordinator, Program

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

As part of the System Performance Team, the Program Coordinator works closely with the Chief Program Officer, Deputy Chief Program Officers, and the System Performance Manager to develop and provide specialized content knowledge and expertise on service provider program and performance management, including expertise in specific sub-populations, homelessness system component types, and needs and opportunities within King County sub-regions. This team sits in the Program Delivery and Performance division along with the Program Performance and Regional Capacity teams. As a contributing member of the System Performance team, the Program Coordinator works in support of the agency's mission to provide high-quality, customer-centered services to King County community members through specialized support. The Program Coordinator will partner closely with the Deputy Chief Program Officers, the System Performance Manager, other division managers, community partners and customers to design service provider program related strategy and oversee that work at the Authority day-to-day.

Role Description

This role is a key contributor and along with the System Performance Manager, supports the System Performance Team across a variety of simultaneous work streams. In addition, this role may develop a highly focused area of expertise and contributes that expertise to projects related to designing and implementing equity-based, customer-focused programs, working with the Community Impact Division to support the development of performance metrics for programs and systems, and supporting emergent and/or crisis problem solving for homelessness related services. They may also lead specific projects based in this expertise area, informally managing stakeholders, as needed. Reporting directly to a System Performance Manager, this role has no direct reports but may function as team lead.

This position sits within the System Performance team. This team holds work related to [Coordinated Entry](#) operations, including but not limited to:

- Developing and operationalizing system enhancements to ensure continuous improvement of Coordinated Entry
- Partnering with internal and external stakeholders to improve outcomes for people experiencing homelessness
- Managing systems functions and processes to promote equitable, effective, and efficient referrals that lead to stable housing placements
- Working in the Homeless Management Information System (HMIS)

The Program 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 Authority's services, community groups, and frontline staff establish to ensure that accountability.

Accountabilities

Homelessness Services Program Delivery Engagement and Oversight (40%)

- Serve as an internal expert in homelessness service provision on the System Performance team
- Maintain a high level of understanding in homeless services best practices, public administrative service provision under contract, and the regional homelessness services delivery system to ensure that high quality services are delivered and best practices are continuously integrated into the Authority's service delivery and the region's implementation of Coordinated Entry.
- Lead specialized project work in the homelessness services delivery field, including developing a work plan to ensure clear identification of objectives and fiscal resources needed for projects of oversight; Manage implementation of project related tweaks as a part of continuous improvement efforts

- Collaborate with the Deputy Chief Program Officer and managers in the Community Impact division to create continuous feedback loops with stakeholder groups to inform vertical resourcing leveraging a data-driven approach on projects of oversight

System Operations (40%)

- Support the System Performance Manager to maintain System Performance Team processes and operations
- 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
- Support the management of the HMIS and any additional databases that support the program and systems work of the RHA, including any by-name list database software implemented.
- Collaborate with project managers and team leads to complete related research and management projects with a focus on homeless services delivery
- Maintain a high level of understanding of organizational platforms in knowledge management and other operational tools

Stakeholder Engagement (20%)

- Collaborate with people with lived experience, homelessness service providers and others with practice area expertise to assist with planning, implementation, service delivery and continuous improvement of best-in-class homelessness service delivery
- Engage relevant stakeholder groups in an ongoing way to drive continuous improvement and design efforts for projects of oversight
- Attend and facilitate 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

- 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 within the region
- Project management experience, a plus
- Budget management experience, a plus
- Experience working across government agencies and related structures/governing bodies
- A track record of success in operations and stakeholder engagement
- Experience designing and operating programs or projects 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

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 Authority will provide reasonable accommodations for qualified individuals with disabilities.