



Chief Program Officer

King County Regional Homelessness Authority

Role Title: Chief Program Officer

Salary Range: \$175,000 - \$220,000 per year

Location: Seattle, Washington, Hybrid, 50% in office; 50% remote

Classification: Full-time, Exempt, Non-Represented

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 KCRHA is charged with building and implementing a regional approach to ending homelessness in King County. To accomplish this, the KCRHA 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.

Team Overview

The Chief Program Officer (CPO) is a member of the Core Team within the KCRHA. The Core Team is responsible for executive oversight of critical agency activities including program oversight, procurement, fiscal management, ombudsperson functions, etc. Members of this team report directly to the CEO and have broad mandates to execute on large-scale tasks in service of the Authority's mission and principles.

The CPO oversees an extensive division operating the homeless services delivery responsibilities for the KCRHA, including the homeless response system overall, direct service

responsibilities through contracts with non-profit organizations, technical assistance, and emergency response operations. The CPO oversees two Deputies who manage eight team functions within this division: Community Capacity Building, Coordinated Entry System, Procurement, Program Performance – Housing Stability, Program Performance – Emergency Services, Housing Acquisition, Command Center, and Housing Navigation and Stability.

Role Description

The CPO works closely with the CEO, Core Team, staff, and the KCRHA's three Boards to help shape and implement the strategic vision the KCRHA has for responding to and ending homelessness in the region. The CPO is responsible for the development and implementation of programs that are innovative, strategic and aligned to the KCRHA's core belief that those who have directly experienced homelessness are best suited to develop the solutions that will ultimately end homelessness.

The CPO will be responsible for excellence of public administration and service delivery from a division that provides robust contract management for more than 200 service provider contracts across the region. The CPO is expected to actively collaborate with people experiencing homelessness and service providers to solve problems in real time, and continuously center the values of equity, justice, and inclusivity in both internal and external practice.

Additionally, the CPO will be responsible for ensuring departmental protocols and standards are developed and implemented to support division workflow and cross-collaboration, especially in support of the Ombudsperson as well as the Chief of Community Impact. This may include clear data collection standards and protocols, clear feedback mechanisms on services provided, and other reporting frameworks that ensure success across all KCRHA divisions.

This role manages the KCRHA's largest division with approximately 40+ staff. The Program and System Performance division is responsible for contract oversight and direct service design, development and implementation, equity-based procurement of homelessness program services, homeless crisis response system development and alignment, applications for new funding, strategic initiative development and implementation, Continuum of Care operations and alignment, technical assistance to new and existing providers, and housing acquisition for the continuum.

The CPO as a member of the Core Team assists in providing oversight for the KCRHA's strategic direction, teambuilding, implementation of policies and practices, budgeting, and planning processes. The CPO is closely involved in designing and managing a healthy organizational culture centered on the KCRHA's values of community, justice, well-being, learning, collaboration, trust, flexibility, intersectionality and transformation.

Accountabilities:

Department Leadership & Special Projects (30%)

- Administer a large portfolio of public contracts for homelessness services that meet the nation's best practices and center the well-being and goals of people experiencing homelessness in the region
- Support the on-going growth and development of enterprise level technology solutions to organize and manage the day-to-day operations of the KCRHA's programs
- Oversee the development and implementation of successful equity-based procurement processes in collaboration with other KCRHA leadership to fund services across the county.
- Oversee the drafting of successful HUD Continuum of Care (CoC) Notice of Funding Opportunity (NOFO) responses to secure federal funding and manage any relevant federal requirements, including CoC responsibilities, or other requirements as identified
- Directly manage a team responsible for implementing key agency priorities.
- Support efficiency of the Executive Office through strong administrative skills and prioritization with a big picture/agency-wide lens
- Lead work on high-priority special projects and/or oversee cross-department workstreams to support project management or ownership in work streams in need of additional strategic support or capacity
- Maintain strong relationships with other division leadership 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 3+ direct reports (Deputy CPO roles and Senior Advisor role)

Organizational Strategy & Operations (40%)

- Support the development and design of strategy to support the KCRHA in day-to-day operations and oversight of all homelessness related programs and initiatives in collaboration with elected officials across King County
- Collaborate with division Chiefs to ensure implementation of organizational strategy is done with fidelity and centered on the needs of people experiencing homelessness
- Support in the unification of the team and related stakeholders to drive towards the organizational vision
- Support the organizational strategic planning process and drive implementation within the Program division
- Design and lead the solidification of core internal leadership bodies and communication practices to support the alignment of goals within the Program division
- Create continuous feedback loops with internal stakeholder groups to inform community engagement, partnership/resourcing needs and intergovernmental affairs
- 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

- Support the oversight of the day-to-day program operations of all agency teams with a focus on ensuring the organization is on-track to meet long term goals, while balancing short term (especially emergency) needs
- Identify additional resourcing to support agency operation, as required
- Take action on behalf of executive leadership, when leadership is at capacity or unavailable
- Proactively engage with senior leaders to keep a pulse on organization-wide workstreams with a focus on areas with priority vacancies and/or projects
- Provide support to organizational leadership as a strategic thought-partner

Community Engagement, Partnerships and Intergovernmental Affairs (30%)

- Serve as a core external ambassador of the KCRHA, in support of the CEO and/or in their absence
- Develop and maintain partnerships with community-based organizations, potential resourcing partners and other government agencies to support strong engagement and create opportunities for collaboration
- Develop and bring in resources for the continuum to maximize support for homeless services delivery
- Prepare and/or provide relevant updates to key partners in townhalls, board meetings, council sessions, or related engagement and/or oversight structures
- Provide oversight of the Continuum of Care Board, and relevant committees

Minimum Requirements

- 15+ years of related work experience in the government, non-profit, or related field
- 10+ years of experience in organizational operations and oversight in the housing and homelessness sector
- Experience managing budgets of \$75M+
- Clear experience centering equity and justice approaches in complex government operations
- Experience developing and administering complex housing programs including housing vouchers, outreach programs, McKinney-Vento funding, and HUD Hearth Act funding
- Experience implementing enterprise level technology solutions to consolidate agency data into near real time information for use by senior leaders in decision making
- Demonstrated success managing complex stakeholder relationships across multiple jurisdictions
- A track record of success of leadership of teams (10+), external affairs, strategic partnership building and/or multi-program oversight (3+)
- Proficiency/comfort using technology and data
- Demonstrated ability to analyze data sets and create policy recommendations in line with available data
- Demonstrated ability working across a large region and navigating diverse stakeholder groups

- Demonstrated ability to work across systems in pursuit of the goal of 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
- A track record of success in operations, partnership and/or board management
- Experience designing and operating programs and conducting data-driven continuous improvement processes
- Superior oral and written communication skills
- Experience managing large teams; a commitment to differentiating management to support success, growth and development of a diverse workforce
- 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 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 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.