



## Coordinated Entry System Manager King County Regional Homelessness Authority

**Role Title:** Coordinated Entry System Manager

**Salary Range:** \$100,000 - \$135,000

**Classification:** Full-time, exempt; Represented by Protec17

**Location and hours:** Seattle, WA; Hybrid – 3 days in-office, 2 days remote per week

### Organizational Overview

The King County Regional Homelessness Authority (KCRHA) is an administrative agency that oversees homelessness-related programs and funding in the Seattle-King County region. Created by an interlocal agreement between the City of Seattle and King County in 2019, KCRHA is responsible for unifying and coordinating the homelessness response system across our large and diverse region. KCRHA works with a wide range of stakeholders, with a focus on continuous improvement across the system, centering lived experience and meeting the needs of people experiencing homelessness, and making the most effective use of public funds. Our mission is to significantly decrease homelessness throughout King County, using equity and social justice principles. We are currently seeking skilled leaders at all levels.

### Team Overview

The Coordinated Entry (CE) team is centered on ensuring all households experiencing homelessness have equitable access to housing resources. This team develops and provides specialized content knowledge on policy, system design, implementation, and performance management, including expertise in specific sub-populations, homelessness system component types, and needs and opportunities within King County sub-regions. The CE team works closely with community partners and providers to create resources, access, and entry points for our most vulnerable neighbors to resolve their housing crisis. Set within the Programs division, this team works in support

of the agency's mission to provide high-quality, customer-centered services to King County community members through specialized support.

## Role Description

The Coordinated Entry Systems Manager directs core operations related to the Coordinated Entry System (CES) for King County's Continuum of Care. This position leads community planning and system integration, as well as targeted troubleshooting and implementation support through problem-solving with service providers, to ensure all households experiencing homelessness have equitable access to housing resources. With extensive knowledge of homeless services best practices, the Manager may develop a highly focused area of expertise and contribute that expertise to projects related to designing and implementing equity-based programs. This position will engage stakeholder groups and committee members in a way that drives continuous improvements to the system.

The Coordinated Entry Systems Manager oversees a team of individuals focused on uplifting CES operations, including but not limited to:

- Developing and operationalizing system enhancements to ensure continuous improvement of the CES;
- 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) and with the Community Impact (CI) division to support the development of performance metrics for programs and systems.

Reporting to the Deputy Chief Program Officer, this position partners closely with other Program teams and division managers, community partners, and providers, to design program-related strategies to bring resources, equity, and impactful change in the continuum. The Coordinated Entry System Manager 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.

The Coordinated System Entry Manager manages a team of up to seven CES Team staff.



## Program Engagement and Oversight (40%)

- Maintain a high level of understanding of homeless services best practices, permanent supportive housing development, public administrative service provisions, and the regional homelessness services delivery system to ensure that high-quality services are delivered, and best practices are continuously integrated into 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 (30%)

- Lead the Coordinated Entry team to maintain processes and operations.
- Manage deliverables and tasks on team/project work plans to ensure clear identification of objectives and fiscal resources needed for projects of oversight. Collaborate with the team to implement project related tweaks as a part of continuous improvement efforts, as needed.
- 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.
- Support the Community Capacity team in the management of service provider capacity building, technical assistance, and new partnership development.
- Collaborate with the Community Impact team to design and manage HMIS and any additional databases that support the Coordinated Entry and system-level work of the Authority.
- Collaborate with project managers and team leads to complete related research and management projects with a focus on Coordinated Entry and homeless services delivery.
- Maintain a high level of understanding of organizational platforms in knowledge management and other operational tools.



### **Staff Supervision (20%)**

- Supervise approximately seven (7) staff on the Coordinated Entry team and work collaboratively with stakeholders across the Authority to support system performance management-related project planning, progress tracking, and plan implementation.
- Provide direct growth and develop related support to direct reports.
- Model a customer-centric work style through leadership and personal accountability towards inclusive practices.

### **Stakeholder Engagement (10%)**

- Manage the Coordinate Entry Committee comprised of people with lived experience, homelessness service providers, government entities, and others with practice area expertise, to assist with planning, implementation, service delivery, and continuous system-level homelessness improvements.
- 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, understanding their own privilege and power, and is able to bring equity impact analysis to life in the context of their tasks.
- 5-7+ 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, or related areas.
- 1+ years of people management experience.
- A track record of success in cross-team and/or multi-stakeholder collaboration. Demonstrated project management experience a plus.
- Proficiency in using technology and data, including Microsoft Office Suite and Homeless Management Information System (HMIS).



## Additional Requirements

- Ability to travel within the region
- 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 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

### The KCRHA offers a comprehensive benefits package:

- **Health:** Medical, dental, and vision coverage.
- **Insurance:** Life insurance and Long-Term Disability (LTD) coverage.
- **Retirement:** Pension and Deferred Compensations Plan for eligible employees.
- **Paid Time Off:** Unlimited vacation, 96 hours of paid Sick and Safe Leave, 12 official holidays, and 2 personal holidays.
- **Employee Assistance Program (EAP):** Confidential support for personal and work-related challenges.

## 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.

