



## Senior Director of External Affairs and Communications King County Regional Homelessness Authority

**Role Title:** Senior Director of External Affairs and Communications

**Salary Range:** \$120,000 – 164,285 annually

**Classification:** Full-time, Exempt, Non-Represented

**Location and hours:** Seattle, WA, Hybrid - 50% in office; 50% remote

### 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.

### Team Overview

The Executive Team within KCRHA is responsible for strategy development, implementation, and overall oversight of the agency. The Senior Director of External Affairs and Communications leads government and community relations, communications, and special projects. The team has direct lines of interaction with all divisions across the agency, working closely with the Executive Office to ensure alignment with KCRHA's overall strategy and goals.

#### Role Description

Reporting directly to the Chief Executive Officer, the Senior Director of External Affairs & Communications works closely with the CEO and their team to assess the regional government, community, and narrative landscape, establish and maintain relationships with key leaders and stakeholders across the region, and formulate and execute strategies to ensure broad-based support for the KCRHA's mission to provide high-quality, customer-centered services to Seattle/King County community members.

The Senior Director of External Affairs & Communications is ultimately accountable to the CEO and people experiencing homelessness and will be held to the processes that customers of the KCRHA's services, community groups, and frontline staff establish to ensure that accountability.

The Senior Director of External Affairs & Communications manages the Communications Team, the Sub-Regional Planning Team, Intergovernmental Affairs, and the Clerk of the Authority.

## **Accountabilities**

### ***Communications Strategy and Implementation (40%)***

- Develop and implement a comprehensive communications strategy for the agency, in alignment with the strategic plan and towards building awareness and support for agency priorities.
- Manage media relations and serve as a primary spokesperson and ambassador for the agency, including with media and at community events.
- Support the CEO and other key staff in practicing consistent and effective communications.

### ***Government & Community Relations (40%)***

- Work with teams to establish and manage relationships with key elected and appointed officials at all levels of government.
- Work with teams to establish and manage relationships with key community leaders, including business, philanthropy, service providers, and other local community stakeholders.
- Identify and evaluate benefits, risks, and mitigation for current and planned KCRHA programs and initiatives.
- Develop strategies to encourage support for KCRHA programs and initiatives.
- Create continuous feedback loops.
- Serve as an ambassador for the agency, including representing the KCRHA at relevant meetings, convenings, and community events.

### ***Coordination & Operations (20%)***

- Coordinate with teams across the agency to ensure that all work is aligned with agency strategy, goals, priorities, positioning, and messaging.
- Support Division Chiefs in incorporating government and community feedback and risk management.
- Model a customer service orientation through leadership and accountability.
- Manage special projects as directed by the CEO.

## **Minimum Requirements**



- Deep fluency in equity and racial justice concepts and language, understands their own privilege and power and is able to bring equity impact analysis to their work.
- 5-10+ years of related work experience in the government, non-profit, or related field.
- Demonstrated experience successfully leading external affairs and communications strategies in support of organizational goals.
- Proficiency with managing multiple objectives simultaneously, while keeping stakeholders and supervisors well informed.
- Strong organizational and time-management skills.
- Exceptional analytical and problem-solving skills.
- Exceptional verbal and written communication skills, especially for government and public audiences.
- Strong interpersonal and social skills.
- Self-starter and team player with a strong ability to contribute positively to a team environment.
- Proficiency/comfort using technology and data, including Microsoft Office Suite

### **Additional Requirements**

- Experience in the homelessness or housing sector is strongly preferred.
- Experience with government and community stakeholders in King County is strongly preferred.
- Ability to travel up to 10%, in-state and out-of-state.
- Experience working across government agencies and related structures/governing bodies.
- Experience managing large teams; a commitment to differentiating management to support the success, growth, and development of a diverse workforce.
- 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

### **Benefits**

Unlimited vacation, subject to manager approval, 96 hours of paid sick and safe leave, 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 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. In addition, The KCRHA will provide reasonable accommodations for qualified individuals with disabilities.

