



## ECHO Chief Program Officer 2018

ECHO is a non-profit organization dedicated to building systems that prevent and end homelessness in the Austin area. ECHO recently led the community in drafting the [Austin Action Plan to End Homelessness](#), which was endorsed by the Austin City Council in April and ECHO is leading the [Youth Homelessness Demonstration Program](#) here in Austin. The plan focuses on outreach and shelter, housing and support services, addressing disparities, effective collaboration and the public/private partnership needed to implement and fund the plan. ECHO staff values include: change, collaboration, data, respect and impact.

### Position Overview

The ECHO Chief Program Officer (CPO) will serve as a critical member of the senior management team as ECHO moves forward to implement the Austin Plan to End Homelessness. In collaboration with the Executive Director, the CPO will articulate and implement ECHO's vision and programmatic leadership, oversee a strategic portfolio of programs and community initiatives; provide mentoring, guidance and professional development to the ECHO Directors of Community Housing, Coordinated Entry and the Homeless Management Information System (HMIS). The CPO will ensure that ECHO excels as the Lead Agency and Collaborative Applicant for the HUD designated Continuum of Care and HMIS by staying abreast of developments in strategies and funding opportunities to prevent and end homelessness. The CPO will help shape the future structure for ECHO operations and staffing to best accomplish ending homelessness in Austin. The CPO reports to the Executive Director.

### Responsibilities

#### Leadership and Project Management

- In coordination with the Executive Director (ED) and senior management team, play a key role in overall development, strategic planning, program implementation and management of the organization.
- Determine best structure for managing 3-4 senior program directors: Community Housing, HMIS & Coordinated Entry and both the COC Evaluation and Technical Assistance Manager and the COC Program Manager. Provide assistance and guidance on how to troubleshoot both program and staff performance challenges using regular evaluation, clear communication and opportunities for recognition and improvement.
- Provide leadership implementing the Austin Action Plan to End Homelessness, being strategic about continuing success with the Austin Homeless Veterans Initiative, eminent implementation of the Homeless Youth Demonstration Program, a Pay for Success funding model to scale PSH and launching an effort to end family homelessness.
- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance the workload and effort, and provide regular feedback so that key staff can continuously improve their supervision and mentoring skills. Schedule annual staff trainings for cultural competency and other trainings as requested.
- Create and support a high performing and caring culture in ECHO programs. Develop a team-based environment to motivate and inspire staff to work collaboratively toward vision and goals by designing opportunities for regular sharing of challenges and accomplishments, stating clear timelines to meet goals and leaning on strengths individuals to elevate the work of the entire team.
- Work with senior staff to establish annual program and staff goals and objectives and track results against these goals as well as accountability protocols.

#### Organizational Strategy, Goals and Budget

- Participate with the ED and CFO in the budget development process and maintain a high level of fiscal responsibility.



- Assist the ED and CFO with proposal writing, grant management and partnering with the ED to steward funding relationships with federal, state and local governments.
- In partnership with the ED, develop a plan for drafting a strategic plan for the organization, including new initiatives that reflect the organization's mission.
- Represent ECHO on relevant committees and task forces, as well as at speaking engagements, conference panels and trainings.
- Monitor emerging needs and solutions among key stakeholders such as clients, housing and service providers and government.

#### Program Oversight and Evaluation related to Community Housing, Coordinated Entry and Research, Policy & Planning

- Oversee the coordination, integration, and delivery of all programs, contracts and related services, promoting collaborative relationships between program areas and ensuring that the expectations of funders, partners, constituents, clients, and other stakeholders are consistently met.
- Respond to government and foundation requests for proposals and applications in partnership with ED and senior staff; coordinate planning and activities necessary for development of model program designs in response to funding opportunities.
- Work closely with the CFO and Senior Management to budget and monitor programmatic operations to ensure sound fiscal and system management.
- Work with program directors to determine qualitative and quantitative goals and outcomes of programs and services and to ensure that policies and procedures meet the need of our local community while assuring compliance with CoC rules.
- Coordinate with the Department of Research, Policy and Planning to analyze the appropriate data to inform the programmatic and operational decision-making process.
- Determine staffing plans to achieve program goals and objectives and participate in hiring decisions for new program staff. (Executive Director will approve all hiring and termination decisions.)
- Develop an assessment protocol to determine the feasibility and sustainability of programs as well as lead to more effective and efficient programs, meetings, etc.
- Support Senior Management Team in leading ECHO Workgroups and Committees, as needed: LOS, Rapid Rehousing, PSH, Veterans, Youth Advisory Council, Austin Youth Collective to End Homelessness, etc.

#### Program Oversight and Evaluation related to Continuum of Care Lead Agency and Collaborative Applicant

- Ensure appropriate staffing of the COC & ESG Committee and Membership Council; and coordinate monthly agendas to make progress on the NOFA application and other responsibilities of the Collaborative Applicant.
- Complete the COC NOFA application and maintain eSNAPS and HUD Exchange information accounts.
- Work with the COC Program Manager and HMIS Director to prepare the HMIS and CoC Planning Grant renewal applications, and Annual Performance Reports (APR) and all reporting, policy development and implementation required by HUD (Charter, rules, guidelines, PIT, HIC, AHAR, System Performance Measures, etc.)
- Coordinate with ECHO staff to facilitate annual evaluation of CoC funded renewal programs and prepare the community for new or reallocated funding opportunities
- Assist the ED on composing and recruiting the slate and conducting the election of the Membership Council and advising the Membership Council as to their role and responsibilities as the COC Board.



- Identify and support volunteer leadership of the COC and Housing Workgroups to prepare and disseminate workplans, meeting agendas, announcements and minutes/notes and manage work group documents using the website, Dropbox, etc.
- Coordinate various workgroup agenda items for Membership Council meetings
- Coordinate with the Executive Director to plan the semi-annual Continuum of Care stakeholder meetings
- Work with the ED and other senior staff to develop strategies to increase and maintain stakeholder involvement and advise the ED on relationships for ECHO to build within the community to further strategic efforts to end homelessness

**Qualifications:**

- Demonstrated excellence with interpersonal skills that enhance leadership and understanding needed for successful collaboration and change
- Comprehensive working knowledge of program planning, organizational structure, budgeting and administrative operations.
- Passion for ending homelessness and an ability to communicate this passion to others
- Experience in direct service and program administration related to ending homelessness: rapid rehousing, PSH, shelter and outreach
- Demonstrated ability to analyze and compile complex data for planning and reporting purposes
- Strong communication skills, both verbal and written communication skills with the ability to represent the organization externally across a wide range of stakeholders and constituencies.
- Strong relationship builder with the ability find common ground, build consensus and strengthen collaboration among diverse stakeholders.
- Strong community awareness and astuteness.
- Ability to successfully navigate in a fast-paced, outcomes-driven and entrepreneurial environment
- Demonstrated commitment to the values of diversity, respect and empowerment.
- Bachelor's degree required
- A minimum of eight years of leadership experience working with community-based organizations that engage diverse stakeholders to accomplish impactful goals like ending homelessness

Qualified applicants should send a cover letter that describes your capacity to lead ECHO and your resume to Ann Howard, Executive Director, [annhoward@austinecho.org](mailto:annhoward@austinecho.org). The position is open for hire.

5/29/2018