



JOB TITLE: Systems Change Specialist

ABOUT THN:

Making homelessness rare, brief and non-recurring is not just our mission statement. It's a reality we are helping communities across Texas achieve every day. Incorporated in 1991, Texas Homeless Network (THN) is a 501(c)(3) non-profit organization that is dedicated to addressing homelessness statewide through education, resources, and advocacy. THN provides training and technical assistance on best practices to prevent and end homelessness. THN serves as the lead agency and Homeless Management Information System (HMIS) lead agency for the Texas Balance of State Continuum of Care (TX BoS CoC), which covers 215 counties in the state. We are a dynamic non-profit organization committed to designing and implementing community-wide policies and programs grounded in collaborative partnerships, data-driven decision-making, as well as innovation, bold thinking, and creativity.

In accordance with the direction of the Texas Balance of State Continuum of Care, the Systems Change Team is motivated by the belief that change is the only constant in our world, and it is something to be embraced not feared. We know that there is no innovation and creativity without failure, and we strive to keep our minds open to opportunities for growth. The foundation for all that we do is rooted in the belief that all people deserve the dignity and respect of a safe place to call home. The Systems Change Team currently supports over 475 agencies across 18 regions encompassing 232,674 square miles of Texas in the implementation of Coordinated Entry.

Candidate Description:

THN seeks to fill the full-time position of Systems Change Specialist. The candidate will be a part of the Systems Change Team, led by the Systems Change Coordinator. This team focuses on the ongoing implementation and operation of Coordinated Entry. THN is seeking someone who is extraordinary, mission-oriented people not satisfied with the status quo. We are a team of systems thinking and values-driven innovators motivated by results. We're looking for the sort of person who finds problem-solving and complex implementation fun and who prides themselves on seeing multiple paths to the same outcome. This person should come to work every day with a desire to collaborate with your teammates across the agency as we support local change agents in communities to navigate and find resolutions to challenging situations. This person also demonstrates a high level of empathy and flexibility, which will be critical to ensuring successful collaboration with partnering organizations.

Key Areas of Responsibility:

Supporting Coordinated Entry Planning Entities

- Facilitate the organization of ongoing communication between local Coordinated Entry regions and the Texas Balance of State CoC.
- Encourage regions to use data to develop, test, implement and spread changes that will result in the reduction of households experiencing homelessness.
- Develop, support, and promote agency goals including message development, social media content creation, and outreach to local Coordinated Entry Regions.
- Create and maintain strategies to effectively engage both providers participating in the Coordinated Entry process and potential partnerships.
- Produce, support, and participate in webinars as needed.
- Manage the Coordinated Entry training process, which includes verifying agency access, enrolling staff into training, tracking training completion and providing ongoing reports to the Coordinated Entry Planning Entity regarding regional training progress.
- Support and manage the process of local Coordinated Entry Planning Entities in adding new agencies and making changes to their system at the CoC level.
- Ensure local Coordinated Entry Planning Entities are meeting on a monthly basis and work with them as well as our data team to help them evaluate their local processes.
- Create new internal support structures for the Coordinated Entry process at the CoC level and the Coordinated Entry Planning Entity level, as needed.

Supporting Systems Change

- Participate in strategic planning and implementation for Coordinated Entry in the TX Balance of State CoC, with a commitment to iteration and improvement.
- Assist in the development of new training to support the Coordinated Entry process and providers across our CoC.
- Identify and share ideas for improvement within the systems we've helped create.
- Assist in providing one-on-one technical assistance, as needed.
- Perform other duties as assigned.

WHAT SUCCESS LOOKS LIKE:

1. An increase in the number of providers participating in Coordinated Entry and HMIS around the Texas Balance of State
2. Resolutions of ongoing historical differences in communities that lead to key partnerships to end homelessness
3. A measurable increase in communication from communities that fosters collaboration, discussion, and implementation of new ideas

4. An increase in regional understanding of Coordinated Entry which can be measured by an increase in data quality and system performance

QUALIFICATIONS:

- Passion for justice, equity, ending homelessness and the belief it is possible.
- Experience working with people experiencing homelessness.
- Ability to work independently and self-manage to achieve goals while being a strong team player.
- Ability to cope with and embrace change, risk, and uncertainty.
- Experience with facilitation, public speaking, and coaching for improvement.
- Comfort with systems change and macro-level thinking while being able to think of and consider the details of how those both impact local providers.
- Two or more years of previous work experience in a professional environment.
- Basic understanding of Coordinated Entry.
- Proficient in Microsoft Office products (Word, Excel and PowerPoint) and Google Suite required.
- Experience with project management applications such as Basecamp and Asana preferred.
- Experience utilizing Tableau preferred.
- Experience with Adobe Connect preferred.
- Experience working in communications strategy development.
- Excellent clear and concise written and verbal communication.
- Knowledge of correct grammar, spelling, and punctuation.
- Excellent critical thinking skills with the ability to exercise good judgment and solve problems quickly and effectively both independently and as a team.
- Proven ability to manage multiple projects simultaneously in a fast-paced, dynamic team environment and demonstrate a willingness to shift easily between various responsibilities with diverse stakeholders while having high attention to details.
- No specific degree is required for this position. Interested candidates should highlight any education or training they have received that will lend to this role.
- Willingness and desire to take initiative.
- Receives and delivers feedback directly and constructively.
- Above-average creativity and social intelligence.
- Ability to exercise excellent independent judgment and ownership of decisions.
- Creativity and innovation.

WORK ENVIRONMENT

- Must be available to travel up to 30 percent of the time

PAY AND BENEFITS:

- \$19.50/hour
- Benefits provided include health insurance, dental insurance, parental leave, and a matching retirement plan

HOW TO APPLY: Email to hr@thn.org a:

- Cover letter,
- Resume,
- Writing sample describing, “What does “an end to homelessness” mean? How is it achievable?”
 - The writing sample must be up to a 1000-word narrative in Arial, size 12, and double spaced
- List of three references

Please include "Systems Change Specialist" in the subject line. The application deadline is Friday, July 26, 2019.

Only those selected for an interview will be contacted. Priority consideration is given to people with lived experience of homelessness.

We are committed to Employment Equity and encourage applications from all qualified candidates. THN is an Equal Opportunity Employer that offers positions with varying skill levels and responsibilities that amplify our mission. We strongly encourage members of traditionally underrepresented communities to apply, including people of color, LGBTQ identified people, gender-nonconforming people, individuals with disabilities, veterans, and people who speak a language in addition to English.