



JOB TITLE: Systems Change Specialist

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.

The Systems Change Specialist is an integral part of the Texas Balance of State Continuum of Care (TX BoS CoC) Planning team. The Systems Change staff at the Texas Homeless Network focus on the ongoing implementation and operation of Coordinated Entry. Because Coordinated Entry is a significant system change effort, this position works as part of a multi-department collaboration. This position supports communication with and technical assistance for local communities and supports other members of the Balance of State Planning and Data Team to ensure all Texans in the TX BoS CoC service area have equitable access to housing and services.

Coordinated Entry is an integral part of any functional Homeless Crisis Response System through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way, have their strengths and needs quickly assessed using a standardized assessment tool, and quickly connect people to appropriate, tailored housing and mainstream services within the community or designated region. Coordinated Entry provides the ability for households to gain access to the best options to address their needs, incorporating participants' choice, rather than being evaluated for a single program within the system. The most intensive interventions are prioritized for those with the highest needs.

ABOUT THN

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.

DESIRED QUALIFICATIONS:

- Passion for justice, equity, ending homelessness and the belief it is possible.
- Bachelor's Degree preferred or other equivalent experience.
- Two or more years of previous work experience in a professional environment.
- 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.
- Strong written communication skills.
- 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.
- 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.
- Adapts quickly to new technology.
- 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.
- Willingness and desire to take initiative.
- Receives and delivers feedback directly and constructively.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Supporting Coordinated Entry System Coordination:

- Facilitate the organization of ongoing communication between local Coordinated Entry regions and the Texas Balance of State Continuum of Care.
- 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.
- Create content for and participate in webinars as needed.
- Assist in providing one-on-one technical assistance, as needed.
- Support communities in navigating the Coordinated Entry training process and assist in the updating of training or development of new training related to Coordinated Entry.
- 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.

- Support communities in evaluating their local Coordinated Entry processes with data and general meetings and making data-driven decisions.
- Create new internal support structures for the Coordinated Entry process at the CoC level and the Coordinated Entry Planning Entity level, as needed.
- Participate in strategic planning and implementation of Coordinated Entry in the TX Balance of State CoC, with a commitment to iteration and improvement.
- Identify and share ideas for improvement in the systems we've helped create.
- Perform other duties as assigned.

Continuum of Care Planning:

- Communicate regularly and effectively with the emergency, temporary, and permanent housing providers in the TX BoS CoC to address concerns
- Assist with the annual Continuum of Care Program Notification of Funding Availability (NOFA) as needed

WORK CONDITIONS:

- 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 a cover letter and resume to hr@thn.org no later than Monday, January 6, 2020. Please include "Systems Change Specialist" in the subject line.

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. People with lived experience of homelessness are encouraged to apply.