



JOB TITLE: Systems Change Manager

DEPARTMENT: Texas Balance of State Continuum of Care

TEAM: Planning

REPORTS TO: Director of Planning

ABOUT TEXAS HOMELESS NETWORK

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 TX BoS CoC, which covers 215 counties in the state.

DESCRIPTION

THN seeks to fill the full-time position of Systems Change Manager. This position leads the Systems Change Team which is a part of the Texas Balance of State Continuum of Care's (TX BoS CoC) Planning team. This position oversees projects and supervises the day-to-day operations of the Systems Change Specialist, Systems Change Coordinator, and VISTA positions (as related to Coordinated Entry).

The Systems Change Manager will support systems change efforts by leading and facilitating the management, oversight, and evaluation of Coordinated Entry in the TX BoS CoC. Coordinated Entry (CE) is a process through which people at risk of or experiencing homelessness are connected to local housing programs and supportive services. Implementing and managing this process is a significant systems change effort in the housing crisis response system. The Systems Change Manager develops and executes strategies plan related to Coordinated Entry and systems change. This position also leads team members and other internal staff members in executing strategies to meet goals related to Coordinated Entry and systems change. The goal of this work is to catalyze systems change, integrate stakeholders into the Coordinated Entry system and the larger housing crisis response system, improve participation of agencies and organizations in the CE system, and improve the efficiency and effectiveness of CE overall in the Texas Balance of State Continuum of Care (TX BoS CoC).

At THN, we hope to create and nurture an organizational culture that challenges us as individuals and business-as-usual. Successful team members are comfortable with discomfort and push the organization towards equitable systems. Continua of Care (CoCs) play a critical role in structural racism. Therefore, all positions on the Planning team play an active role in the work internally and externally to decrease the disparate impact of homelessness within the TX BoS CoC. This position will assess, train and support projects to



design and implement racially equitable projects that best serve people experiencing homelessness and actively participate in the THN journey toward race equity.

This position is grant-funded, and employment is contingent on the continued receipt of grant funds.

DESIRED QUALIFICATIONS:

- Passion for justice, equity, ending homelessness and the belief it is possible
- Willing to engage in personal and organizational growth toward building equitable systems and responses to crisis
- Bachelor's Degree in public policy, public administration, social work, system change, program evaluation, or related field preferred. Relevant work experience, training, or education considered in lieu of bachelor's degree.
- Strong interpersonal skills and the ability to develop strong working relationships across internal departments, communities, public and private sectors, both in-person and virtually
- Strong project management experience and ability to collaborate with others to plan, implement and finish high quality projects
- Excellent communication skills, including ability to train groups, write reports, develop instruction guides, create training materials, and create and manage complex spreadsheets and reports
- Experience working remotely
- Proficient use of virtual meeting software, Zoom, Adobe Connect, Google Meet or similar software
- Knowledge and experience using various software programs to process information and analyze data
- Experience and proficiency with Homeless Management Information System (HMIS), strongly preferred
- Experience and proficiency with Microsoft Word and Excel required
- Strong technical writing skills required
- Ability to communicate and analyze performance data to a wide variety of stakeholders to drive systems change and outcome improvement

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Coordinated Entry (CE) Management, Oversight, and Evaluation (40%)**
 - Develop and maintain an implementation plan and timeline for Coordinated Entry as it relates to the TX BoS CoC Strategic Plan and Action Plan, incorporating guidance from the Department Housing and Urban Development



- Connect and advance partnerships with other systems of care, such as family violence programs and public housing authorities as a representative of the TX BoS CoC and an advocate for CE
 - Facilitate the ongoing evaluation of CE and seek to implement innovative strategies for improvement at the CoC level, incorporating findings and learnings from the local levels
 - Collaborate with the Engagement team and others on the Planning team to understand the context and needs of communities, service providers, and programs to continuously improve the CE process and system as well as develop strategies and goals to improve the housing crisis response system overall
 - With the Data team, review and revise the execution of CE in HMIS based on guidance from participating agencies, people experiencing homelessness, and evolving guidance from the Department of Housing and Urban Development
 - Work with the Data teams to perform data analyses to determine the impact and effectiveness of CE
 - In collaboration with the Data team, others on the Planning Team, and the Systems Change Coordinator, develop and update materials and trainings related to CE
 - Conduct and apply research, including best practices, tools, processes, and guidance from the U.S. Department of Housing and Urban Development, other CoCs (especially other Balance of State CoCs), and other organizations dedicated to serving people experiencing homelessness
 - Serve as the THN staff support for the Coordinated Entry Steering Committee, including scheduling meetings, providing meeting agendas and meeting minutes, and facilitating conversations related to policy additions and updates to CE
 - In collaboration with the CE Data Analyze, serve as the THN staff support for communities who are participating in the Built for Zero initiative, led by Community solutions – may include ad-hoc trainings and policy development that impact the TX BoS CoC's CE system
 - Develop and maintain the Coordinated Entry Written Standards for the TX BoS CoC, including writing and editing the document and facilitating the public comment process
- **Lead the Systems Change Team (40%)**
 - Manage cross-departmental and collaborative projects to execute goals
 - Lead the Systems Change Team by delegating and following the team members
 - Lead the Systems Change Team in cross-departmental and collaborative projects



- Mentor the Systems Change Coordinator, Systems Change Specialist, and any VISTA positions
- Coach, mentor, and develop staff, including overseeing new employee onboarding, providing career development planning and opportunities, and conducting quarterly evaluations following the policy and procedures of Texas Homeless Network
- Lead the hiring process for vacant positions, including writing job descriptions, working with the Chief Operating Officer on outreach for candidates, developing interview questions, communicating with candidates, and conducting interviews
- **Continuum of Care Planning (20%)**
 - Produce, support, and participate in TX BoS CoC webinars, as needed
 - Act as a change agent through one-on-one community coaching, relationship building and brokering, advancing equity and best practice
 - Understand and share best practices from high-performing communities as a strategy for scale in the TX BoS CoC
 - Provide support to the Director of Planning, Director of Engagement and Director of Data to accomplish Priority Projects
 - Communicate regularly and effectively with the emergency, temporary, and permanent housing providers in the TX BoS CoC to address concerns
 - Interdepartmental collaboration with other TX BoS CoC Teams
 - Assist with the annual Continuum of Care Program Notification of Funding Opportunity (NOFO) as needed; during this period, more than 25% of this position's time may be spent on the competition
 - Participate in strategic planning and implementation of the CoC Action Plan, with a commitment to iteration and improvement
 - Incorporate a racial equity lens across work with communities and capacity-building initiatives and coordinate work in conjunction with other departments and staff at THN
 - Collaborate across departments and with communities to increase engagement in racial equity-related capacity building initiatives and support event planning across the CoC
 - Follow best practices on racial equity work across other CoCs in the nation and use of local practices.
 - Plan and execute workshops centered on Racial Equity - building a common understanding of the collective benefits of racial equity and increase understanding of illegal discrimination, implicit bias, and institutional and structural racism.



WORKING CONDITIONS:

- Remote work is required due to COVID-19; a flexible schedule (remote work and in office work) is an option once it is allowed by THN Leadership.
- Must be located in Texas
- Must be available to travel within Texas up to 25 percent of the time with 2 weeks' notice (current travel restrictions withstanding)
- Available for nights and weekends during large projects like the ESG Program NOFO, CoC Program NOFO, or other funding competitions. Unlikely to be more than once per quarter.

PAY AND BENEFITS:

- This is a salaried position starting at \$50,000, commensurate with experience.
- Benefits provided include paid time off, health insurance, dental insurance, vision insurance, and matching 401(k) retirement plan.
- Flexible work schedule and opportunity to distance work with supervisory approval

HOW TO APPLY:

Email a cover letter and resume to hr@thn.org no later than Sunday, October 3, 2021. Applications are reviewed on a rolling basis. Applicants selected for interviews contacted for interviews by Friday, October 10, 2021. Please include "Systems Change Manager" in the subject line of all communication about this position.

We are committed to Employment Equity, and we 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 those with a lived experience of homelessness; people of color, LGBTQ identified people, gender-nonconforming people; as well as individuals with disabilities, veterans, and people who speak a language in addition to English.