



POSITION TITLE: CoC Performance Coordinator

REPORTS TO: Director of Planning

DESCRIPTION

The Continuum of Care (CoC) Performance Coordinator is an integral part of the planning team supporting federally funded agencies in the Texas Balance of State Continuum of Care (TX BoS CoC) to successfully operate Continuum of Care Program funded Projects, and strengthen Local Housing Crisis Response Systems. This position will develop and maintain a performance monitoring system for CoC Program funded projects in the TX BoS CoC. The purposes of monitoring are to assess how well services provided contribute to the TX BoS CoC's goal of making homelessness rare, brief, and non-recurring, to ensure compliance with relevant regulation (24 CFR 578), to evaluate efficiency of allocated funding, and the capacity of funded projects to improve outcomes for participants. Monitoring the performance and outcomes of CoC Funded Projects is a legislatively mandated activity required of the TX BoS CoC. In addition to the maintenance of regular oversight, this position will work closely with the Systems Change Team to advance the development and implementation of Coordinated Entry, and other TX BoS CoC staff to achieve strategic goals as outlined the TX BoS CoC Strategic Plan.

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. 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.

QUALIFICATIONS:

- Willing to engage in personal and organizational growth toward building equitable systems and responses to crisis
- Bachelor's Degree or Master's Degree preferred in public policy, public administration, social work, data analysis, program evaluation or related field. Relevant work experience considered in lieu of degree

- 3-5 years of experience administering or operating Continuum of Care Projects, or equivalent combination of experience administering or operating other Federal, State, or Local Homeless Assistance Programs
- Strong interpersonal skills and the ability to develop strong working relationships across community, 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 Microsoft Word and Excel required
- Experience and proficiency with HMIS, preferred
- Experience with e-snaps preferred
- 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
- Passion for social justice issues and desire to work toward the goal of ending homelessness.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

CoC Performance Coordination (65%)

- Develop meaningful relationships with CoC Program Recipients operating in the TX BoS CoC
- Track performance of CoC Projects through individualized (project-level) and system level analysis and technical assistance
- Perform onsite and desk reviews of currently funded CoC Projects, and summarize those reviews for Project and HUD Field Office Staff
- Complete and track Quality Review Plans for projects requiring individualized Technical Assistance including documenting activities, progress and outcomes associated with that plan
- Review required project reports including APRs for all CoC funded projects in the TX BoS CoC
- Provide implementation support to new projects when awarded and ongoing support to existing projects to address HUD/TX BoS CoC monitoring findings/concerns.
- Identify training needs for providers/projects; arrange for and /or develop training and TA materials for CoC projects and deliver comprehensive training on a regular and predictable schedule
- Ensure compliance and fidelity to program requirements and support projects in best

practices, such as Housing First, Progressive Engagement and other emerging best practices through technical assistance (TA) and support to all CoC projects as needed

- Analyze new HUD guidance and reference materials related to the CoC Program, the Homeless Management Information System, (HMIS) and the Coordinated Entry System, (CES) for impact on CoC funded projects and disseminate critical compliance information to grantees in a timely fashion
- Assist with and contribute to the CoC Consolidated Application and manage the Independent Review Team Process (IRT)
- Implement, develop, and maintain performance targets, reports and analysis for CoC System Performance Measures
- Work in partnership with Systems Change team to review, revise, and implement changes to Coordinated Entry policies and procedures
- Work closely with THN's HMIS team, Data team, and Systems Change team to support CoC recipients and subrecipients with using ClientTrack, the TX BoS CoC Homeless Management Information System (HMIS), or a comparable database, reporting data, and participating in Coordinated Entry
- Develop and implement performance targets
- Developing and maintaining a CoC specific performance scorecard
- Work with the Data Coordinator to ensure the Housing Inventory Count is completed for all ESG Funded Projects
- Other duties as assigned

Other TX BoS CoC Planning and Operations (35%)

- 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
- Assist with and contribute to the annual CoC Program Notice of Funding Availability (NOFA) competition; during this period more than 25% of this position's time may be spent on the competition
- Interdepartmental collaboration with other TX BoS CoC Teams
- Participate in strategic planning and implementation of the CoC Action Plan, with a commitment to iteration and improvement
- Promote race equity in all aspects of homeless assistance programs
- Provide technical assistance to agencies to build capacity on blending anti-racism education with traditional best practices within homeless services (e.g., trauma-informed care, housing first)

- 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
- Other duties as assigned

WORKING CONDITIONS:

- Remote work is possible.
- 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 CoC Program NOFA, or other funding competitions. Unlikely to be more than once per quarter

PAY AND BENEFITS:

- This is a salaried position, starting at \$47,500, 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

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, Collaborative Applicant, and Homeless Management Information System (HMIS) lead agency for the TX BoS CoC, which covers 215 counties in the state.

HOW TO APPLY:

Email a cover letter and resume to hr@thn.org no later than Sunday, October 31, 2021. Applications will be reviewed on a rolling basis and applicants selected for interviews contacted for interviews by Friday November 5, 2021. Please include "CoC Performance Coordinator" 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.