



JOB TITLE: Emergency Housing Voucher Service Coordinator

REPORTS TO: Emergency Housing Voucher Manager

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 Emergency Housing Vouchers (EHV) Service Coordinator. This position is a part of the Texas Balance of State Continuum of Care's (TX BoS CoC) Planning team, and is part of a smaller EHV sub-team consisting of the EHV Manager, EHV Referral Coordinator, and EHV Service Coordinator.

On May 5, 2021, the Department of Housing & Urban Development released [Notice PIH-2021-15](#), as the implementing rule of provisions of the [Emergency Housing Voucher \(EHV\) program](#) as authorized by the American Rescue Plan. Twenty-seven Public Housing Authorities (PHAs) in the Texas Balance of State CoC are administering EHV, including the Texas Department of Housing and Community Affairs (TDHCA) as the state housing agency. These vouchers require an unprecedented level of support from Continuums of Care for successful implementation and will play a key role in ending homelessness and preventing, preparing for, and responding to COVID-19. The EHV Service Coordinator will support systems change efforts by working with PHAs, service providers, and other community partners to administer required Services to households receiving emergency housing vouchers. The EHV Service Coordinator will provide technical assistance, education, and training to staff, agencies, and communities. The purpose of technical assistance is to catalyze systems change, integrate stakeholders into the TX BoS CoC's housing crisis response system, and ensure successful implementation of the EHV Program in the TX BoS CoC. This position is responsible for the maintenance of service contracts with referral partners across the service area, and the timely processing of reimbursement requests made by those partners to Texas Homeless Network.

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. Continuum 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 time-limited and grant-funded, and employment is contingent on the continued receipt of grant funds. The position will end Sunday, December 31, 2023.

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
- 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
- 3-5 years of related work experience preferred
- 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

- **Emergency Housing Voucher (EHV) Management, Oversight, and Evaluation (90%)**
 - Conduct initial and ongoing outreach to agencies to develop an understanding of the program, eligible populations, and referrals process



- Coordinate the administration of required services for eligible households at partner sites throughout the Balance of State CoC
- Develop and maintain service contracts with eligible partner agencies
- Coordinate the provision of required EHV services in partnership with TDHCA
- Coordinate interdepartmental communication to ensure timely processing of reimbursement requests made by partner agencies
- Facilitate the ongoing communication between THN, PHAs, TDHCA, and referral partners across the TX BoS CoC geographic area
- Develop and/or revise internal processes for EHV support, consistent with PIH Notice 2021-15 and subsequent Technical Assistance from HUD or Federal Technical Assistance Providers
- Participate as a core member of the EHV sub-team to ensure equitable and consistent implementation of EHV across the TX BoS CoC supporting THN staff involved in this effort
- Communicate information to agencies, communities, and/or local homeless coalitions regarding EHV through presentations and email communication
- Collaborate with the Data team to conduct trainings to support the implementation of EHV
- Conduct one-on-one technical assistance with individuals, participating agencies, and PHAs, as needed
- In collaboration with the Data team, EHV Manager, and the Director of Planning, develop and update materials and trainings related to EHV
- Conduct research on behalf of PHAs, 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 and implementing EHV
- Facilitate the ongoing evaluation of EHV and seek to implement innovative strategies for improvement at the community and CoC level
- Work with the Data team to perform analyses for EHV that can be communicated to external stakeholders
- **Continuum of Care Planning (10%)**
 - Produce, support, and participate in TX BoS CoC webinars, as needed
 - Act as a change agent through one-on-one community & partner coaching, relationship building and brokering, advancing equity and best practice within the EHV Program
 - 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 completing lead agency report on a monthly basis
- Assist with the annual Continuum of Care Program Notification of Funding Availability (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
- Must be available to travel within Texas up to 10 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.
- Must reside in the State of Texas

PAY AND BENEFITS:

- This is a salaried position, starting at \$48,450 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, November 14, 2021 at 11:59:59 PM. Applications are reviewed on a rolling basis. Applicants selected for interviews contacted for interviews by Monday, November 29, 2021. Please include "Emergency Housing Voucher Service 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.