

JOB TITLE: Systems Change Specialist

DEPARTMENT: Texas Balance of State Continuum of Care

REPORTS TO: Systems Change Manager

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 TX Balance of State CoC (TX BoS CoC), which covers 215 counties in the state.

DESCRIPTION:

The ideal candidate is an excellent communicator with strong project management skills as part of the System's Change and larger TX BoS team(s). This role will support systems change efforts by coordinating with communities participating in a local Coordinated Entry process. [Coordinated Entry \(CE\)](#) is a process through which people at risk of or experiencing homelessness are connected to local housing programs and supportive services. For more information, we have hyperlinked the THN webpage for CE.

The Systems Change Specialist provides technical assistance, education, and training to integrate stakeholders into the CE system/ larger housing crisis response system, improve participation of agencies and organizations in the CE system, and improve the efficiency and effectiveness of CE across the TX BoS CoC. The ideal candidate will have a well-disciplined and organized approach to time management, task management, and an ability to work well with other THN team members and community members.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Coordinated Entry (CE) Management, Oversight, and Evaluation (80%)

- Facilitate the ongoing communication between local Coordinated Entry regions and the TX BoS CoC.
- Provide guidance and training on data directly to Coordinated Entry Planning Entities (CEPE's) in order to support understanding and strategic decision-making.
- Support and manage the process of local CEPE's in adding new participating agencies; including, navigating the training process and updating governance documents.
- Identify and share ideas for improvement in the systems and processes the internal team has created.
- Conduct one-on-one technical assistance with individuals, participating agencies, and CE regions.
- Support the Systems Change team in developing and updating training materials related to implementing CE, the ongoing evaluation of CE, and conducting research as needed.
- Develop and manage public-facing messaging regarding CE.

- Develop a basic understanding of HMIS and data related to people experiencing homelessness, Coordinated Entry, and service providers.
- Assist the Data Team in updating information in HMIS regarding providers in local Coordinated Entry regions as well as other projects.

Continuum of Care Planning (20%)

- Communicate regularly and share best practices with the service providers and other partners in the TX BoS CoC to address concerns and ensure efficacy.
- Participate in strategic planning and implementation of the CoC Action Plan, with a commitment to continuous process improvement
- Incorporate a racial equity lens and collaborate internally and externally to increase engagement in racial equity-related capacity-building initiatives across the CoC.
- Perform other duties as assigned in collaboration with the Texas Balance of State team

QUALIFICATIONS:

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.

Required

- Passion for justice, equity, and the desire to work toward the goal of ending homelessness.
- Proficient in Microsoft Office products (Word, Excel and PowerPoint) and Google Suite.
- Proven ability to manage multiple projects simultaneously in a fast-paced, dynamic team environment with an ability to shift easily between various responsibilities.
- Excellent communication skills, including the ability to train groups, write complex documents, and collaborate with a variety of stakeholders.
- Willing to engage in personal and organizational growth toward building equitable systems and responses to housing crisis.
- Excellent critical thinking skills with the ability to solve problems quickly and effectively both independently and as a team.
- Strong interpersonal skills and the ability to develop strong working relationships across community, public and private sectors.
- Willingness and desire to take initiative and see high-quality projects through to completion.

Preferred

- Experience working with people experiencing homelessness.
- Basic understanding of Coordinated Entry and Systems Change concepts.
- 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.

WORKING CONDITIONS:

- Remote work possible (current occupancy restrictions necessitate offsite work for the majority of THN staff at this time).
- 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.
- Must reside in the State of Texas.

PAY AND BENEFITS:

- This is a salaried position starting at \$45,000, commensurate with experience.
- Benefits provided include paid time off, employer paid health insurance, dental insurance, vision insurance, parental leave, and matching 401(k) retirement plan.
- Flexible work schedule and opportunity to distance work with supervisory approval.
- This position is grant-funded, and employment is contingent on the continued receipt of grant funds.

HOW TO APPLY:

Email a cover letter, resume, and list of three references to hr@thn.org. This position will remain open until filled. Only those selected for an interview will be contacted. Please include "System's Change Specialist" in the subject line.

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.