



**JOB TITLE: Systems Change Analyst**

**DEPARTMENT: Texas Balance of State Continuum of Care**

**REPORTS TO: Director of Systems Change**

**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). The Systems Change Analyst 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. For more information, we have hyperlinked the THN webpage for CE. The Systems Change Analyst coordinates with team members as well as other internal staff members in executing strategies to meet goals related to CE 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).

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

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

- 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 (HUD).
- 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.

- Work with the THN data team to review and revise the execution of CE in HMIS based on guidance from participating agencies, unhoused neighbors, and HUD.
- Develop and update materials and trainings related to CE.
- Conduct and apply research, including best practices, tools, processes, and guidance from HUD, 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 Systems Analyst, serve as the THN staff support for communities who are participating in the Built for Zero initiative, led by Community solutions – this 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

### **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 \$47,500, 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](mailto:hr@thn.org). This position will remain open until filled. Only those selected for an interview will be contacted. Please include "System's Change Analyst" 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.