



<b>Position Title:</b>	<b>CoC Performance Manager</b>
<b>Department:</b>	Texas Balance of State Continuum of Care
<b>Reports To:</b>	Director of Planning
<b>Salary:</b>	This position starts at \$55,000 annually and is negotiable depending on experience
<b>Position Type:</b>	Full-time, Exempt
<b>Additional Information:</b>	No specific degree is required for this position. Interested candidates should highlight any education, training, or experience that will help them thrive in this position.
<b>Deadline to Apply:</b>	Open until Filled
<b>Date Created/Revised:</b>	3/31/2025

**DESCRIPTION:**

The Continuum of Care (CoC) Performance Manager is an integral part of the Planning Team. This role leads the support of agencies funded by the Department of Housing and Urban Development (HUD), the Veterans Administration, and the Texas Department of Housing and Community Affairs in the Texas Balance of State Continuum of Care (TX BoS CoC). This position will support staff in developing strategies for specific sub-populations and strengthening local housing crisis response systems. This is a supervisory position, and this person will lead a team of two (2) staff, the Planning and Policy Coordinator and the Planning and Engagement Coordinator. This position will develop and maintain a performance monitoring system for CoC Program-funded projects in the TX BoS CoC, including leading the biennial Continuum of Care Program Competition. This role will also supervise the consultation with Emergency Solutions Grant (ESG) Recipient Communities on the annual allocation of ESG funds and Consolidated Planning as needed. In addition, this position will design and implement a technical assistance strategy to support efforts to improve service delivery in the TX BoS CoC and meet the needs of specific subpopulations, including survivors of domestic violence, veterans, and transition-age youth. In addition to maintaining regular staff oversight, this position will work closely with other teams to advance the development and implementation of various goals as outlined in the TX BoS CoC Strategic Plan.

**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 214 counties in the state.

**QUALIFICATIONS:**

**Required**

- Commitment to supporting THN’s mission and goals, with a focus on addressing homelessness and

ensuring fair access to services

- Ability to recognize personal strengths and areas for growth, while modeling enthusiasm and commitment to agency objectives
- Proven ability to work collaboratively to implement high-quality projects
- Excellent communication skills, including the ability to train groups, write reports, develop instructional guides, create training materials, and create and manage complex spreadsheets and reports
- Ability to lead, motivate, and support the staff they supervise
- Strong interpersonal skills and the ability to develop strong working relationships across community, public, and private sectors, both in-person and virtually
- Experience working independently in a remote environment
- Strong technical writing skills
- Proficient in Microsoft Office products (Word, Excel, and PowerPoint)

### ***Preferred***

- Experience working with people experiencing homelessness, lived experience of homelessness or housing instability
- 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
- Ability to communicate and analyze performance data to a wide variety of stakeholders to drive systems change and outcome improvement
- Knowledge and experience using various software programs to process information and analyze data
- Experience and proficiency with the Homeless Management Information System
- Experience with E-snaps and Sage

## **WHAT YOU'LL DO:**

### **CoC Performance Management & CoC Planning (100%)**

- Supervise the day-to-day activities of assigned staff
- Communicate and track required staff performance accomplishments and improvements as needed
- Develop, maintain, and evaluate work plans/work products of the Planning and Policy Coordinator and the Planning and Engagement Coordinator
- Lead the competitive portion of the biennial Continuum of Care Local Application Process
- Develop and maintain a performance monitoring system for CoC program-funded projects in the TX BoS CoC
- Coordinate implementation support for new projects when awarded and provide ongoing support to existing projects to address HUD/TX BoS CoC monitoring findings and concerns
- Identify training needs for providers/projects; arrange for and/or develop training and technical assistance materials for projects serving people experiencing homelessness
- Deliver comprehensive training on a regular and predictable schedule
- Ensure compliance and fidelity to program requirements and support projects in best practices, such as Progressive Engagement, and other emerging best practices through technical assistance and support to all CoC projects as needed; conduct an annual assessment of best practices in CoC projects
- Analyze new HUD guidance and reference materials related to Federal Programming, the Homeless Management Information System (HMIS), and the Coordinated Entry System (CES) for impact on funded projects and disseminate critical compliance information to grantees as appropriate in a timely fashion
- Lead interdepartmental collaboration with other TX BoS CoC teams

- In partnership with the Data Team, develop, implement, and maintain performance targets, reports, and analysis for CoC System Performance Measures
- Work with the Data and Engagement Coordinator to ensure the Housing Inventory Count is completed for all federally funded projects
- In partnership with the Data team, and Systems Change team, identify strategies to support federally-funded recipients and sub-recipients with using HMIS, or a comparable database, reporting data, and participating in Coordinated Entry
- Coordinate with local, regional, state-level, and federal partners to develop the TX BoS CoC per 24 CFR 578.7
- Participate in strategic planning and implementation of the CoC's Annual Action Plan, with a commitment to iteration and improvement
- Provide support to the Director of Planning, Director of Engagement, and Director of Data to accomplish priority projects
- Other duties needed to help fulfill THN's mission and values will be assigned

#### **WORKING CONDITIONS:**

- Office-based work at THN's Austin office, with the potential for remote work
- Applicant's primary residence must be located in the State of Texas and maintain permanent residency in Texas throughout employment
- Must be available to travel within Texas up to 15% of the time annually with two weeks' notice when possible
- Available for nights and weekends during large projects like the CoC Program Notice of Funding Opportunity. Unlikely to be more than once per quarter

#### **BENEFITS:**

- THN offers generous employee benefits including:
  - 100% employer-paid health, dental, and vision insurance, and 55% employer-paid for dependents
  - 2% employer matching 401(k) retirement plan
  - Paid time off such as holidays, self-care days, and winter break
  - 12 weeks of paid parental leave
- Flexible work schedule and opportunity to remote work with supervisory approval

#### **APPLYING:**

Are you intrigued by this job announcement but don't meet every single requirement? We encourage you to apply! At THN, we value a variety of experiences and perspectives, and we're looking for team members who are enthusiastic about our mission and eager to contribute to preventing and ending homelessness in Texas.

**Email a resume and three professional references to [hr@thn.org](mailto:hr@thn.org).** This position will remain open until it is filled. Only those selected for an interview will be contacted. Please include **"CoC Performance Manager"** in the subject line of all communication about this position.

#### **INTERVIEW PROCESS:**

What to expect as an applicant for a THN position:

- The applicant will receive an email from Human Resources/Hiring Manager to schedule an interview
  - For applicants applying outside of the Austin/Travis County area, all interviews will take place virtually
- The applicant will receive interview questions before the interview

- The applicant will be notified via email promptly if an additional interview is required or if they will not be moving forward in the hiring process
- After the final interview, selected applicants will schedule a phone call with the President/CEO
  - The hiring manager will contact the professional references of candidates selected as finalists
- Once final employment decisions are made, all applicants will be notified of the decision via email