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| <b>Position Title:</b>         | <b>Systems Change Engagement Coordinator</b>   |
| <b>Department:</b>             | Texas Balance of State Continuum of Care   |
| <b>Reports To:</b>             | Systems Change Manager   |
| <b>Salary:</b>                 | This position starts at \$50,000 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>   | 5/8/2025   |

#### **DESCRIPTION:**

The ideal candidate is an excellent communicator with strong project management skills and the confidence to work autonomously as part of the Systems Change and larger Texas Balance of State Continuum of Care (TX BoS CoC) 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 to the THN webpage for CE](#).

The Systems Change Engagement Coordinator provides technical assistance (targeted support in the form of phone calls, webinars, and in-person visits), education, and training to staff, agencies, and communities implementing and maintaining a local CE process. The purpose of technical assistance 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). 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.

This position is currently grant-funded with the potential for continued employment if additional grant funds are awarded.

#### **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.
- Proficient in Microsoft Office (Word, Excel, PowerPoint).
- Proven ability to autonomously manage multiple projects simultaneously in a 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.
- Desire to engage in personal and organizational growth toward building high quality, evidence-based 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.
- Basic understanding of Coordinated Entry and Systems Change concepts.
- Comfort with understanding the needs of local providers and utilizing systems change concepts to implement policy updates.

**Preferred**

- Experience working with people experiencing homelessness, lived experience of homelessness or housing instability
- Experience with facilitation, public speaking, and coaching for improvement.
- Ability to communicate and analyze data to a wide variety of stakeholders to drive systems change and outcome improvement.
- Experience gathering/ synthesizing research or soliciting feedback to inform process improvement.

**WHAT YOU'LL DO:****Coordinated Entry (CE) Management, Oversight, and Evaluation (80%)**

- Facilitate the ongoing communication between local CE regions and the TX BoS CoC.
- In conjunction with the Systems Change team, 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.
- Provide specialized guidance and training directly to Coordinated Entry Planning Entities (CEPEs) in order to support understanding and strategic decision-making.
- In collaboration with the Systems Change team, routinely facilitate the Coordinated Entry training process on a regular and predictable basis and serve as the primary staff support for Coordinated Entry training during assigned training shifts.
- In collaboration with the Systems Change team, research on behalf of CE regions, 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
- In collaboration with the Systems Change team, serve as the staff support and lead for the Coordinated Entry Steering Committee (CESC). This includes scheduling meetings, providing meeting agendas and meeting minutes, and facilitating conversations related to policy additions and updates to CE.
- Lead the development and revision of internal processes for training and onboarding communities and

external partner staff into local Coordinated Entry processes.

- Lead the coordination and revision of external support processes and material development related to onboarding and training communities and external partner staff into local Coordinated Entry processes.
  - Serve as the main point of contact and technical assistance provider for agencies or communities when first onboarding into a local Coordinated Entry process.
- Provide support to agencies, communities, and/or local homeless coalitions regarding Coordinated Entry through specialized technical assistance, presentations and email communication.
- Develop, facilitate, and implement individually led and/or collaborative team projects that aim to improve Coordinated Entry processes based on needs identified by communities, the Systems Change Team, and the TX BoS CoC.

#### **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 emerging research and best practices and collaborate internally and externally to increase engagement in capacity-building initiatives across the CoC.
- Perform other duties as assigned in collaboration with the Texas Balance of State team.

#### **WORKING CONDITIONS:**

- Remote work possible or office-based work at THN's Austin office
- 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 10% of the time annually with two weeks' notice when possible
- Available for nights and weekends during large projects such as funding competitions or the Texas Conference on Ending Homelessness. 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. THN is an equal-opportunity employer that offers positions with varying skill levels and responsibilities that amplify our mission.

**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 **“Systems Change Engagement Coordinator”** 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
  - Currently, all interviews for this position will take place virtually
- The applicant will receive the 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 or phone call