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| Position Title: | Systems Change Sustainability Coordinator |
| Department: | Texas Balance of State Continuum of Care |
| Reports To: | Systems Change Manager |
| Salary: | This position starts at \$50,000 annually and is negotiable depending on experience |
| Position Type: | Full-time, Exempt |
| Additional Information: | 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. |
| Deadline to Apply: | Open until filled |
| Date Created/Revised: | 5/21/2025 |

DESCRIPTION:

The ideal candidate is a creative problem solver 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 (CE) 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 Sustainability 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 in order to foster the long-term success and sustainability of the Coordinated Entry System amongst CE Regions in the TX BoS CoC. 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 TX BoS CoC. The ideal candidate will have an organized approach to time/ task management as well as the ability to communicate clearly/effectively, and work collaboratively with a variety of stakeholders.

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 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.
- 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.
- Experience with community organizing and/or adult education.
- Ability to analyze and communicate 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:

Regional Coordinated Entry Process Management (60%)

- Work with CE Region(s), CE providers and TX BoS CoC staff to understand the context and needs of communities, service providers, and programs.
 - Utilize information gathered to continuously improve the CE process and system as well as develop strategies and goals to improve the housing crisis response system overall.
- Provide support to Coordinated Entry Planning Entities (CEPEs), agencies, communities, and/or local homeless coalitions regarding Coordinated Entry through specialized technical assistance, presentations, communication, and developing supplemental tools, trainings and other supporting materials as needed.
- Support and manage the process of local CEPEs in adding new participating agencies; including, navigating the training process and updating regional governance documents.
- Provide tailored training and regional support on the Housing Priority List and coordinate with the Systems Change Data Coordinator to ensure the Housing Priority List is functioning in

alignment with regional and TX BoS CoC needs.

- Assist communities and providers with applying prioritization standards, making referrals to vacancies in housing programs that are participating in Coordinated Entry, and following up on the result of those referrals.
- Facilitate or assist with facilitation of regular Coordinated Entry Case Conferencing meetings on behalf of identified CE Regions.
- 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.

Coordinated Entry (CE) Management, Oversight, and Evaluation (40%)

- In collaboration with the Systems Change Team, routinely facilitate the Coordinated Entry HMIS training process on a regular and predictable basis and serve as the primary staff support for Coordinated Entry training during assigned training shifts.
- Ensure agencies participating in Coordinated Entry are following the TX BoS Continuum of Care's Coordinated Entry Written Standards and regional Coordinated Entry policies and procedures, along with other best practices.
- 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.
- Develop and improve training, processes, and materials necessary for a successful Coordinated Entry System on topics such as case conferencing, the Housing Priority List, vacancy reporting, and other identified needs.
- Serve as the liaison between CE region(s) and the CoC. Examples include: Maintain regional governance documents, including regional Coordinated Entry policies and procedures, marketing materials, and eligibility matrices, and informing the Systems Change Team about changes or updates.
- Lead or co-lead the development of Coordinated Entry evaluation processes, tools, and performance metrics as needed and routinely evaluate the Coordinated Entry System for performance as well it's compliance with Continuum of Care Coordinated Entry Written Standards and HUD Regulations.
- Solicit and summarize feedback as needed from CE providers and regions to inform policy and processes for the TX BoS CoC.
- Organize and participate in webinars with Systems Change and other Texas Balance of State teams.
- 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 like 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. This position will remain open until it is filled. Only those selected for an interview will be contacted. Please include **"Systems Change Sustainability 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