



<b>Position Title:</b>	<b>Systems Change Manager</b>
<b>Department:</b>	Texas Balance of State Continuum of Care
<b>Reports To:</b>	Director of Systems Change
<b>Salary:</b>	This position starts at \$60,000 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>	1/9/26

## **DESCRIPTION:**

The ideal candidate is an experienced leader with strong project management skills and the ability to work autonomously as part of the Systems Change and larger Texas Balance of State Continuum of Care (TX BoS CoC) team(s). The Systems Change Manager 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 Manager coaches the Systems Change Coordinators and oversees their day-to-day activities/projects. This position also leads team members and other internal staff members in executing strategies to meet goals related to Coordinated Entry 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). The ideal candidate will have a well-disciplined and organized approach to time management, staff coordination, 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 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.
- Ability to initiate 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.
- Proven ability to take initiative and see high-quality projects through completion.
- Demonstrated ability to initiate research projects and processes for continuous improvement.
- Experience with facilitation, public speaking, and coaching for improvement with a wide variety of stakeholders.
- Confidence in balancing systems change and macro-level thinking with the desires and needs of local communities.
- Ability to communicate and analyze data to a wide variety of stakeholders to drive systems change and outcome improvement.
- Basic understanding of Coordinated Entry and Systems Change concepts.
- Ability to understand the needs of local providers and utilize systems change concepts to implement policy updates.

### **Preferred**

- Experience working with people experiencing homelessness, lived experience of homelessness or housing instability.
- Management experience in a team-oriented workplace.
- Experience with Coordinated Entry and Systems Change practices.
- Experience evaluating programs for equity and efficacy.
- Experience gathering/ synthesizing research or soliciting feedback to inform process improvement.

## WHAT YOU'LL DO:

### **Coordinated Entry (CE) Management, Oversight, and Evaluation (50%)**

- Connect and advance partnerships with other systems of care, such as family violence programs and public housing authorities in addition to other BoS communities as a representative of the TX BoS CoC and an advocate for CE.
- In conjunction with 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.
- 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.

- Lead research initiatives, 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.
- Facilitating conversations related to policy additions and updates to CE to the Coordinated Entry Steering Committee (CESC) as needed. Provide guidance to new CESC THN staff support (Systems Change Engagement Coordinator) when transition occurs.
- Lead the development and maintenance of the Coordinated Entry Written Standards for the TX BoS CoC, including writing and editing the document and facilitating the public comment process.
- Provide support to Director of Systems Change on implementation plan for the TX BoS CoC Strategic Plan and Action Plan, incorporating guidance from the Department Housing and Urban Development.
- Provide support to Systems Change Coordinators related to historical knowledge and specialized technical assistance, as needed.
- Provide Technical Assistance and direct support to providers as needed, assisting Systems Change Coordinators during capacity limitations or provider escalations.
- Provide strategic and operational support to the Systems Change Team and CE providers to design and implement evolving CE processes, including updated Access, Assessment, Prioritization, and Referral standards.
- 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.

#### **Lead the Systems Change Team (35%)**

- Coach and mentor Systems Change Coordinators, including providing regular staff supervision.
- Oversee new employee onboarding for Systems Change Coordinators and provide career development planning and opportunities.
- Assess the improvement, education, and training needs of team members; develop appropriate strategies, implement support plans, and develop training and technical assistance materials.
- Review team members' materials, as needed, to ensure high-quality materials are being released.
- Collaborate with Director of Systems Change on hiring process when vacant positions occur.

#### **Continuum of Care Planning (15%)**

- 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 Manager”** in the subject line of all communications 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