

Chief Program Officer

King County Regional Homelessness Authority

Role Title: Chief Program Officer

Salary Range: \$120,000 - \$200,000

Organizational Overview

The King County Regional Homelessness Authority (the Authority) oversees all homelessness related programming and prevention initiatives in the Seattle/King County region. Created via an interlocal agreement between the City of Seattle and King County in 2019 the Authority is charged with building and implementing a regional approach to ending homelessness in King County. To accomplish this, the Authority is specifically tasked with:

1. Engaging and centering people with lived experience;
2. Focusing on justice-based approaches in order to actively address disproportionalities in the population experiencing homelessness; and
3. Integrating the perspectives of a wide range of stakeholders across King County through a sub-regional planning process that recognizes the unique attributes of communities within the county.

The Authority is currently in its founding era and is looking for dynamic and skilled leaders at all levels.

Team Overview

The leadership team within the Authority is responsible for oversight of critical agency activities including program development and oversight, procurement, fiscal management, ombudsperson functions, etc. Members of this team report directly to the CEO and have broad mandates to execute on largescale tasks in service of the Authority's mission and principles.

Role Description

The Chief Program Officer (CPO) works closely with the CEO, staff, and Board to help shape and implement the strategic vision the Authority has for responding to and ending homelessness in the region. The CPO is responsible for the development and implementation of programs that are innovative and strategic and aligned to the Authority's core belief that those who have directly experienced homelessness are best suited to develop the solutions that will ultimately end homelessness.

The CPO will be responsible for building a department that can provide robust contract management for over 200+ service provider contracts across the region, collaborate actively with people experiencing homelessness and service providers to solve problems in real time, and continuously centers the values of equity, justice, and inclusivity in both internal and external practice. Additionally, the CPO will be responsible for ensuring departmental protocols and standards that support the departments of the Ombudsperson as well as the Chief of Community Impact. This may include clear data collection standards and protocols, clear feedback

mechanisms on services provided, and other reporting frameworks that ensure success across all Authority divisions.

This role supervises a department of 20+ staff with the potential to grow substantially in response to funding availability in subsequent budget allocations or through other revenue generating partnerships.

The CPO is a member of the Leadership Team and assists in providing oversight for the Authority's strategic direction, teambuilding, implementation of policies and practices, budgeting, and planning processes. The CPO is closely involved in designing and managing a healthy organizational culture centered on the Authority's values of community, justice, well-being, learning, collaboration, trust, flexibility, intersectionality and transformation.

Accountabilities:

Department Leadership & Special Projects (30%)

- Support the on-going growth and development of enterprise level technology solutions to organize and manage the day-to-day operations of the Authority's programs
- Develop and manage successful procurement processes in collaboration with other Authority leadership to fund services across the county.
- Develop and manage successful HUD NOFA responses to secure federal funding and manage any relevant federal requirements, including the annual point in time count, continuum of care responsibilities, or other requirements as identified
- Directly manage a team responsible for key implementing key agency priorities.
- Support efficiency of the Executive Office through strong administrative skills and prioritization with a big picture/agency-wide lens
- Lead work on high-priority special projects and/or oversee cross-department workstreams to support project management or ownership in work streams in need of additional strategic support or capacity
- Maintain strong relationships with other Chiefs to support informal management/resourcing and strategy needs in the absence of the CEO
- Grow and develop a diverse, highly skilled team to execute programming and initiatives and drive continuous improvement oversight; Directly supervise 3-7+ direct reports

Organizational Strategy & Operations (40%)

- Support the development and design of strategy to support a new regional authority in day-to-day operations and oversight of all homelessness related programs and initiatives in collaboration with elected officials across King County
- Collaborate with department Chiefs to ensure implementation of organizational strategy is done with fidelity and centered on the needs of people experiencing homelessness
- Support in the unification of the team and related stakeholders to drive towards the organizational vision
- Support the organizational strategic planning process

- Design and lead the solidification of core internal leadership bodies and communication practices to support the alignment of goals within the program Department;
- Create continuous feedback loops with internal stakeholder groups to inform community engagement, partnership/resourcing needs and intergovernmental affairs
- Model a customer-centric work style through leadership and personal accountability towards inclusive practices
- Ensure organizational capacity is aligned to organizational need to promote the execution of short term and long-term goals
- Support the oversight of the day-to-day operations of all agency teams with a focus on ensuring the organization is on-track to meet long term goals, while balancing short term (especially emergency) needs
- Identify additional resourcing to support agency operation, as required
- Take action on behalf of executive leadership, when leadership is at capacity or unavailable
- Proactively engage with senior leaders to keep a pulse on organization-wide workstreams with a focus on areas on areas with priority vacancies and/or projects
- Provide support to organizational leadership as a strategic thought-partner
- Support supervisors one-on-one on an as-needed basis, cross-organizationally

Community Engagement, Partnerships and Intergovernmental Affairs (30%)

- Serve as a core external ambassador of the Regional Authority, in support of the CEO and/or in their absence
- Develop and maintain partnerships with community-based organizations, potential resourcing partners and other government agencies to support strong engagement and create opportunities for collaboration
- Prepare and/or provide relevant updates to key partners in townhalls, board meetings, council sessions, or related engagement and/or oversight structures

Minimum Requirements

- 15+ years of related work experience in the government, non-profit, or related field
- 10+ years of experience in organizational operations and oversight in the housing and homelessness sector
- Experience managing budgets of \$75M+
- Clear experience centering equity and justice approaches in complex government operations
- Experience developing and administering complex housing programs including housing vouchers, outreach programs, McKinney-Vento funding, and HUD Hearth Act funding

- Experience implementing enterprise level technology solutions to consolidate agency data into near real time information for use by senior leaders in decision making
- Demonstrated success managing complex stakeholder relationships across multiple jurisdictions
- A track record of success of leadership of teams (10+), external affairs, strategic partnership building and/or multi-program oversight (3+)
- Proficiency/comfort using technology and data
- Demonstrated ability to analyze data sets and create policy recommendations in line with available data
- Demonstrated ability working across a large region and navigating diverse stakeholder groups
- Demonstrated ability to work across systems in pursuit of the goal ending homelessness

Additional Requirements

- Ability to undertake routine travel around the region in order to meet with key stakeholders.
- Experience working across government agencies (preference for both local and federal experience) and related structures/governing bodies
- A track record of success in operations, partnership and/or board management
- Experience designing and operating programs and conducting data-driven continuous improvement processes
- Superior oral and written communication skills
- Experience managing large teams; a commitment to differentiating management to support success, growth and development of a diverse workforce
- Exceptional planning, organizing, and prioritizing skills in order to manage a diverse workload, multiple demands, and deadline sensitive projects
- A high level of customer service orientation and attention to detail
- Ability to provide and accept feedback
- Ability to work in and across several communication platforms, including social networks and cloud-based systems
- Strong attention to detail, accuracy, timeliness

EEO STATEMENT

The King County Regional Homelessness Authority is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant or employee based on the basis of race, creed, religion, color, national origin, age, alienage or citizenship status, ancestry, nationality, national origin, marital or domestic partnership or civil union status, familial status, sex, pregnancy, gender identity, or any other characteristic protected by federal, state or local law. The Authority will provide reasonable accommodations for qualified individuals with disabilities.

