



The Regional Task Force on the Homeless (RTFH) is experiencing significant organizational change and growth. RTFH seeks a mission-focused, seasoned, strategic, and process-minded leader with experience in complex organizations, and developing a performance culture among a group of diverse, talented individuals. The Chief Operating Officer (COO) must be a leader who can help others at RTFH deliver measurable results that provides value to its stakeholders, and makes its vision a reality. Importantly, the successful COO will have the skills, sensitivity, and personal confidence to tap into the power that each member of the team brings to this mission.

Responsibilities:

Reporting to the Chief Executive Officer (CEO) of RTFH, as part of the Executive leadership of the RTFH along with the Chief Administrative Officer (CAO), the COO will lead all programmatic operations and will have the following responsibilities:

Serve as leader of RTFH's programmatic operations, which includes 20+ staff:

- Responsible for deliverables for \$30 Million in Federal Continuum of Care (CoC) funding commitments and \$18 Million in State funding contracts
- Responsible for deliverables optimizing the San Diego region's homeless system performance and HMIS data system
- Lead the performance management process that measures and evaluates progress against goals for the organization and evaluation of staff
- Lead efforts and outcomes around Coordinated Entry System
- Responsible for Point-in-Time count process and activities
- Ensure an Annual Homeless Report is created
- Lead all Regional pilots in collaboration with stakeholder partners, ex. RRH/Employment

Lead and manage RTFH's programmatic directors, who cover the following responsibilities:

- San Diego CoC Collaborative Applicant process to secure HUD funding for homeless service programs, including program monitoring and technical assistant to grant recipients and contract performance
- HMIS System administration and homelessness data management and reporting
- Policy and Systems, CES, PITC and HMIS
- Outreach – RTFH's countywide outreach coordination with County and City
- Program Coordinator who ensures coordination within agency and with all HUD TA, contracted consultants and initiatives assigned by CEO

Identify and Execute programmatic opportunities and priorities:



- Coordinate program development, including working to develop updated Policy and Procedures within each teams areas of responsibility and work with the CEO and CAO on any Board or committees identified areas of need and design new programs to work toward elimination of homelessness in San Diego
- Analyze service performance on the program, community, and system level
- Develop processes for using program outcomes data for driving future program development
- Oversee the development of appropriate training and technical assistance to staff, CoC regional homeless providers partners, CoC funded Homeless programs and HEAP grantees and other appropriate audiences
- Collaborate with San Diego CoC participants (including organizations funded and those not funded through RTFH) to reduce homelessness in San Diego
- Knowledge of HEARTH Act requirements, CoC program policy and regulations, ESG program policy and regulations, HMIS and CES
- Develop external reporting tools to communicate the progress of RTFH's work and the work of its partner agencies to RTFH's Board, its funders (from the city, county and federal level) and to the public
- Incorporate program/policy work into community engagement and planning processes including contracting process
 - Ability to think creatively, strategically and collaboratively to solve complex problems
 - Proven strengths in Active Listening, especially to those with lived experience and partner agencies
 - Develop curriculum, tools, and training that help build sustainable program delivery capacity
 - Implement integrated coordinated entry systems for all populations
 - Ability to enforce fair and equitable processes, decisions and determinations in compliance with Federal, state and local funding laws, rules, and regulations
 - Interact effectively with a wide range of constituents
 - Represent RTFH at official functions and events in the community
 - Increase key impact measurements

Key Qualifications:

As a prerequisite, the successful candidate must believe in the core values of RTFH and be driven by the mission. The candidate should demonstrate a passion for breaking new ground to lead social change, is courageous, tactful and compassionate. Beyond that, we are seeking a candidate that has proven experience in managing within a complex organization, large regional geographic area and a demonstrated ability to both lead and build the capabilities of a driven, bright, diverse team.



The successful candidate will most likely have had broad management experience with a large public sector, or non-profit organization with direct experience with HUD funding of homeless programs. As noted, this is an organization driven by the values of its board and people, so experience in managing a “values-driven” organization will be highly prized. Additional requirements are:

- Results – proven track record of exceeding goals and a value-added orientation; evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; high level of business acumen; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, political savvy, and creative resourcefulness
- Strategic Vision and Agility – ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan
- Capacity Building—ability to effectively build staff capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly
- Leadership and Organization – exceptional capacity for managing and leading people; a team builder who has experience in scaling up organizations; ability to connect staff and community both on an individual level and in large groups; capacity to enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down and learn the strengths and weaknesses of the team so as to put people in a position to succeed
- Action Oriented—enjoys working hard and looks for challenges; able to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary.
- Change Management- exhibits the skills and proven ability to drive change forward firmly and provide the leadership to make it “stick” through clear and concise communication of goals, outcomes and shared objectives; proven risk assessment skills and transparency with all partners to achieve buy in and long lasting implementation of changes
- General Management—thorough understanding of finance, systems, and HR; broad experience with the full range of business functions and systems, including strategic development and planning
- Excellent Communicator – thorough understanding of the importance of effective, timely communications with multiple and diverse stakeholders, strong written and verbal communication skills
- Active Listener- ability to be an extremely good listener and elicit information by good questioning; a natural at understanding the importance of building rapport quickly and effectively to develop strong relationships with others, whether peers or subordinates; is trustworthy and sincere



SAN DIEGO
**Regional Task Force
on the Homeless**

- Working knowledge of systems and programs that impact homeless persons and homeless program funding sources, regulations, requirements and procedures

Training and Experience:

Solid professional experience and educational background. Undergraduate degree preferred but not required; substantial experience can be substituted in place of education. MPA, MPP, MSW, MBA or similar advanced degree highly desired.

Compensation:

This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of a fast-growing, highly respected organization. We are seeking an individual of outstanding quality with a respected track record. RTFH is prepared to offer an attractive compensation package, including a competitive base salary as well as health/dental benefits and a working schedule with every other Friday off.

To Apply: Mail or email cover letter, resume and at least 3 professional references in confidence to:

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