



New Mexico Coalition to  
End Homelessness

## **System Improvement Lead**

### *Summary*

The System Improvement Lead will act as a liaison between NMCEH, Built for Zero (BFZ) and community partners within Albuquerque County to achieve functional zero of the chronic homeless population in the community. The Lead will be responsible for facilitating and managing collaborative meetings, engaging with key stakeholders, supporting NMCEH and BFZ in achieving shared goals and working towards larger homelessness services system improvements. The Lead will work closely with NMCEH's Continuum of Care (CoC) and Coordinated Entry (CES) and in partnership with the Community Data Manager to leverage existing and new relationships throughout the community and act as a stakeholder connector in working to achieve shared goals of NMCEH and BFZ. Similarly, the Lead will help facilitate connections with the Dept. of Veterans Affairs (VA), local housing authorities, and primary and behavioral healthcare providers to support the generation of an accurate By-Name-List of veterans experiencing homelessness and other single individuals experiencing chronic homelessness.

### *Responsibilities*

- Work with NMCEH, BFZ, and the homelessness service community to develop an appropriate operating framework for shared goals and guide ongoing implementation of relevant initiatives.
- Support NMCEH and BFZ teams/committees/stakeholders in aligning their work with one another and the overall homelessness service community.
- Keep updated on project progress and work across stakeholders to strategize appropriate solutions to unforeseen challenges.

### *Facilitation and Communication*

- Cultivate relationships and coordination with and between NMCEH, BFZ teams/committees/stakeholders, homelessness service providers, and key community partners.
- Generate briefing documents and other communications to support cross-agency information and update transmissions as necessary.
- Serve as a team lead for cross-agency meetings; enumerating purpose, objectives, agenda for meetings and ensure relevant stakeholders are present.
- Support relevant teams with case conferencing meetings as needed.

### *Community Engagement & Public Outreach/Awareness*

- Create and leverage the necessary partnerships, relationships, and community-based support with relevant stakeholders to achieve NMCEH and BFZ shared goals.

- Serve as NMCEH’s representative to the national BFZ organization, other BFZ communities, and to relevant projects/initiatives.
- Effectively communicate the vision, purpose, and values of shared NMCEH and BFZ goals and create an urgency of change toward these relevant initiatives.

*Data Collection, Analysis, & Learning*

- Work with the Community Data Lead, Homelessness Management Information System (HMIS) team and BFZ partners to:
  - o Establish and implement appropriate metrics and measures assessing the effectiveness of shared strategies and initiatives.
  - o Encourage data-driven decision-making.
  - o Generate reports and share data across NMCEH and BFZ partner organizations, releasing relevant information through NMCEH’s publicization mechanisms when appropriate.
- Generate monthly and quarterly summary reports for NMCEH and BFZ teams and stakeholders.
- Continuously work to improve data collection and suggest initiative changes for more effective strategies as appropriate.

Full Time

40 hours per week, Monday through Friday 8:30am to 5pm. Some evenings and weekends may be required occasionally. This position is 100% based in the Albuquerque office of the New Mexico Coalition to End Homelessness.

Compensation:

\$70,000 annually to start plus health, dental, and vision insurance, paid vacation and retirement benefits.

Key Competencies

- Actively listening.
- Conflict management trained.
- Finds common ground.
- Action-oriented.
- Connects individual contributions to system-level outcomes.
- Navigates barriers within the system.
- Anticipates outcomes from a systems-perspective.
- Adopts an expansive view of systems impacting homelessness.
- Tenacious.
- Has a ‘Figure it out’ outlook.
- Is deeply committed in the work of ending homelessness.
- Applies equity lenses.

Qualifications:

- 4-5 years of experience in developing systems change.
- Supervision of staff and stakeholders.
- Developing relationships with community partners.
- Project Management.
- Financial Management.
- Strategic planning.
- Excellent analytical skills and ability to accurately interpret complex documents and policies, including legislative and regulatory guidelines required.
- Strong administrative skills.
- Ability to manage multiple projects, comfortable working in a rapidly changing environment, and building and maintaining partnerships required.
- Strong computer skills, experience with Microsoft Office Suite, and experience using various software to process information and analyze data required.
- Existing relationships in the homeless provider network in Albuquerque
- Must have a passion for and commitment to social justice issues and the desire to work in the forefront toward the goal of ending homelessness.
- Proof of COVID-19 vaccination.

To Apply:

Email a resume, cover letter, and the names, email addresses, and telephone numbers of three professional references to [monet-s@nmceh.org](mailto:monet-s@nmceh.org)

*Diversity and equity are important to ending homelessness. The NM Coalition to End Homelessness is passionate about building and sustaining an inclusive and equitable working environment for staff, clients, and partner agencies. We believe every member on our team enriches our diversity by exposing us to a broad range of knowledge and experiences that allow us to design and deliver stronger services and support in ending homelessness in New Mexico. We welcome applicants with lived experience of homelessness, people of diverse racial and ethnic backgrounds, part of the LGBTQ community and people who are differently abled.*