Position: Improvement Advisor

Status: Exempt/Fulltime

Supervisor: Deputy Director

Overview:

Join the work to end homelessness in Metro Denver! The Metro Denver Homeless Initiative (MDHI) is a non-profit organization with over 20 years of leadership in addressing homelessness in the seven-county region. The Improvement Advisor (IA) is devoted to helping identify, plan, and execute process and performance improvement projects throughout the Metro Denver Continuum of Care, deliver successful results, and implement changes across the entire system. Improvement efforts will focus on producing equity throughout the system using Built For Zero methodology to enhance the coordinated entry system and meet all HUD data standards and system performance measures.

MDHI is an organization that values diversity and we encourage people from all backgrounds to join our team. As an employer we are committed to ensuring equity is applied to all employment policies, procedures, and decisions. This is consistent with the MDHI's goal of achieving and ensuring diversity in the workplace and equity within the Metro Denver Continuum of Care.

Areas of Responsibility:

- Educating, coaching, and mentoring multi-level stakeholders on performance improvement, data collection and analysis, project management, and change management methodology and techniques, with the purpose of enabling teams across the organization to become experts at guiding their own improvement.
- Model and utilize performance enhancing tools to promote and implement effective process improvements, problem analysis, and measurement practices.
- Utilize project management tools and principles to define and manage project scope, document and monitor timelines and deliverables, and resolve risks and barriers. Identify and resolve dependencies and constraints between and across projects by working with

project leaders, sponsors, and management. Efficiently and effectively assess resources to support initiatives and achieve milestones.

- Facilitate groups and teams to promote effective and efficient achievement of their goals with optimal participation of all members. Teach others to efficiently plan and facilitate meetings of varied participants, using standard meeting management tools and techniques.
- Establish and maintain effective communications with all stakeholders. Anticipate stakeholder needs and quickly respond with appropriate and helpful solutions.
- Collect, analyze and interpret data to identify improvement opportunities in Homeless Management Information System and present findings to various audiences including senior leaders.
- Design and support implementation of infrastructure and systems to enable providers to operate with maximum efficiency, effectiveness and household-centricity.
- Oversee project components of MDHI initiatives aimed at improving processes, improving health of populations, and reducing costs.

Qualifications and Skills

Required:

- Ability to work with diverse teams representing various disciplines and all levels of staff.
- Understanding of systemic causes of homelessness through a JEDI (Justice, Equity , Diversity and Inclusion) lens
- Excellent communication and active listening skills. Ability to negotiate collaborative efforts internally and externally.
- Skilled at facilitating a group process and teambuilding team.
- Able to demonstrate strategic thinking to guide alignment with organizational goals and priorities.
- Ability to problem solve, make independent decisions, formulate reports, perform statistical analysis and interpret data.
- Ability to work independently, be result oriented, manage multiple priorities, and frequent change in duties and volume of work.
- Ability to maintain confidentiality of sensitive information.
- Able to handle medium to large scale projects involving multiple resources and spanning many months from start to finish.
- Ability to travel to meetings in various sites, sometimes multiple locations in one day.
  - Minimum of 1 year experience with coaching teams or facilitating quality improvement or 3 years experience working in a homeless services setting

Preferred

- Experience facilitating quality improvement in a homeless services setting.
- Lived experience of homelessness

- Diverse candidates (BIPOC, etc.) encouraged to apply
- Familiarity with Continuum of Care requirements and (data) standards
- Familiarity with HUD's expectations of CES as well as other relevant federal policies

Benefits

MDHI offers an excellent benefit package, including:

- A competitive salary
- Employer paid health medical, dental, and vision insurance at 100%
- Generous paid time off
- Life insurance
- 403(b) retirement plan
- A flexible work environment

Interested candidates should submit a cover letter and resume to: careers@mdhi.org*.*

The Metro Denver Homeless Initiative (MDHI) is a 501(c)(3) that serves as the Continuum-of Care for over 150 local agencies, faith-based organizations, and government programs in the seven-county metropolitan Denver community, and is committed to leading and advancing collaboration to end homelessness in the region. MDHI and its Board of Directors are committed to building and maintaining a diverse membership and leadership to better represent the communities we serve.