

United Way of the Plains

Job Description

Position: Coalition System Improvement Manager

Department: Community Impact

Reports to: Associate Vice President of Housing Initiatives

Position Summary

Are you driven by the opportunity to create lasting change in your community? Are you passionate about building collaborative solutions that prevent and end homelessness? Do you have the leadership, strategic thinking, and relationship-building skills to bring diverse partners together around a shared vision? If so, we invite you to join the Coalition to End Homelessness in Wichita/Sedgwick County and help strengthen our community's homeless response system.

The Coalition System Improvement Manager is a full-time position with the Coalition to End Homelessness in Wichita/Sedgwick County, the federally recognized lead agency for the local homeless response system and HUD Continuum of Care, housed at United Way of the Plains. The Coalition brings together nonprofit organizations, government agencies, healthcare providers, faith-based organizations, businesses, and community partners to coordinate a comprehensive response to homelessness throughout Wichita and Sedgwick County.

The Coalition System Improvement Manager plays a key leadership role in strengthening and advancing the community's homeless response system. This position works closely with the Associate Vice President of Homeless Initiatives and homeless service providers, public agencies, and community stakeholders to identify system gaps, improve coordination, implement best practices, and develop strategies that increase access to emergency shelter, permanent housing, and supportive services. The position also oversees the planning and implementation of the HUD Continuum of Care Program and other federal, state, and local funding opportunities, ensuring resources are strategically aligned to improve system performance and achieve measurable outcomes.

The ideal candidate is a collaborative, mission-driven leader who excels at building partnerships, facilitating cross-sector initiatives, and translating data into meaningful action. This individual is an exceptional communicator and project manager who is comfortable leading workgroups, analyzing system performance, managing complex initiatives, and driving continuous quality improvement. Success in this role requires strategic thinking, initiative, adaptability, strong organizational skills, and a deep commitment to creating a community where everyone has the opportunity to obtain safe, stable housing and thrive.

Key Responsibilities and Essential Functions

The key responsibilities of the Coalition System Improvement Manager include, but are not limited to:

- Lead the annual HUD Continuum of Care (CoC) grant competition, including coordinating local applications, project review, and submission of the community's HUD funding application.
- Monitor HUD-funded programs for compliance by reviewing performance, providing technical assistance, delivering training, and ensuring grant requirements are met.
- Analyze program performance, financial data, and system outcomes to improve effectiveness, ensure responsible use of grant funds, and identify service gaps.
- Coordinate the annual Point-in-Time Count and Housing Inventory Count to support HUD reporting and community planning.
- Convene and support CoC meetings, Advisory Board meetings, committees, workgroups, and the annual membership meeting to advance Coalition priorities.
- Collaborate with Coordinated Entry, HMIS, and community partners to strengthen the homeless response system and improve access to housing and supportive services.
- Lead strategic planning activities, maintain governance documents, and ensure required planning, reporting, and training activities are completed.
- Pursue new funding opportunities and develop grant applications that expand housing resources and improve services for people experiencing homelessness.
- Build and maintain collaborative relationships with service providers, government agencies, healthcare organizations, landlords, funders, and other community stakeholders.
- Represent the Coalition by communicating community needs, promoting CoC initiatives, and advancing the mission to prevent and end homelessness.
- Perform other duties as assigned in support of the Coalition's mission.

Minimum Requirements and Qualifications

Bachelor's degree in a social service field required.

At least one year of experience working with persons experiencing homelessness, and/or homeless service providers.

Proficiency in using computers, including MS Office, the Internet, and databases.

Strong written and oral communication skills.

Strong relationship and team-building skills.

Strong ability to lead teams towards a common goal.

Excellent administrative skills and ability to accurately maintain highly detailed data.

Capable of working effectively with limited supervision.

Able to maintain confidentiality regarding sensitive information.

Non-Negotiable Hiring Criteria:

- Naturally curious and self-motivated in a never-ending pursuit of continuous improvement.
- Ability to interact positively with individuals and groups.
- Must be flexible and multitask oriented; can adapt to changing priorities.
- Can work independently and responsibly while managing numerous projects simultaneously.
- Dependable and reliable to meet deadlines; remains calm under pressure.
- Lead by personal example; your word is your bond.
- Servant leader who can positively influence others not under their control.
- Possess excellent judgment and creative problem-solving skills.

- Helps create a work environment that embraces and appreciates diversity.

Core Competencies for all United Way Professionals

Mission-Focused: The United Way Professional's top priority is to create real social change that leads to better lives and healthier communities. This competency drives their performance and professional motivations.

Relationship-Oriented: The United Way Professional understands that people come before process and is astute in cultivating and managing relationships toward a common goal.

Collaborator: The United Way Professional understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.

Results-Driven: The United Way Professional is dedicated to shared and measurable goals for the common good including creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.

Brand Steward: The United Way Professional is a steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

Work Schedule

Office hours are primarily Monday-Friday 8:00AM – 5:00PM, though extended hours may be warranted at any point in time.

How to Apply:

Submit your cover letter and resume via email to: careers@unitedwayplains.org with "CSI Manager" in the subject line.

More information about the United Way of the Plains can be found at <https://unitedwayplains.org/>