

Lived Experience Engagement Coordinator Archetype

This archetype guide is intended to provide role clarity for Lived Experience Engagement Coordinators working in their communities. Use this guide as a north star for your system improvement work.

The responsibilities and theory of execution are a compilation of multiple community and BfZ coach perspectives and is therefore a *generalized* representation of Lived Experience Engagement Coordinator work - your community's specific needs and the responsibilities/theory to address those needs will most likely be different! Instead, this guide can serve as a **north star** for Lived Experience Engagement Coordinators as they work to improve systems in their communities.

If you have comments or feedback on this guide, please add a card to [this EasyRetro board](#).

Job Description

Summary

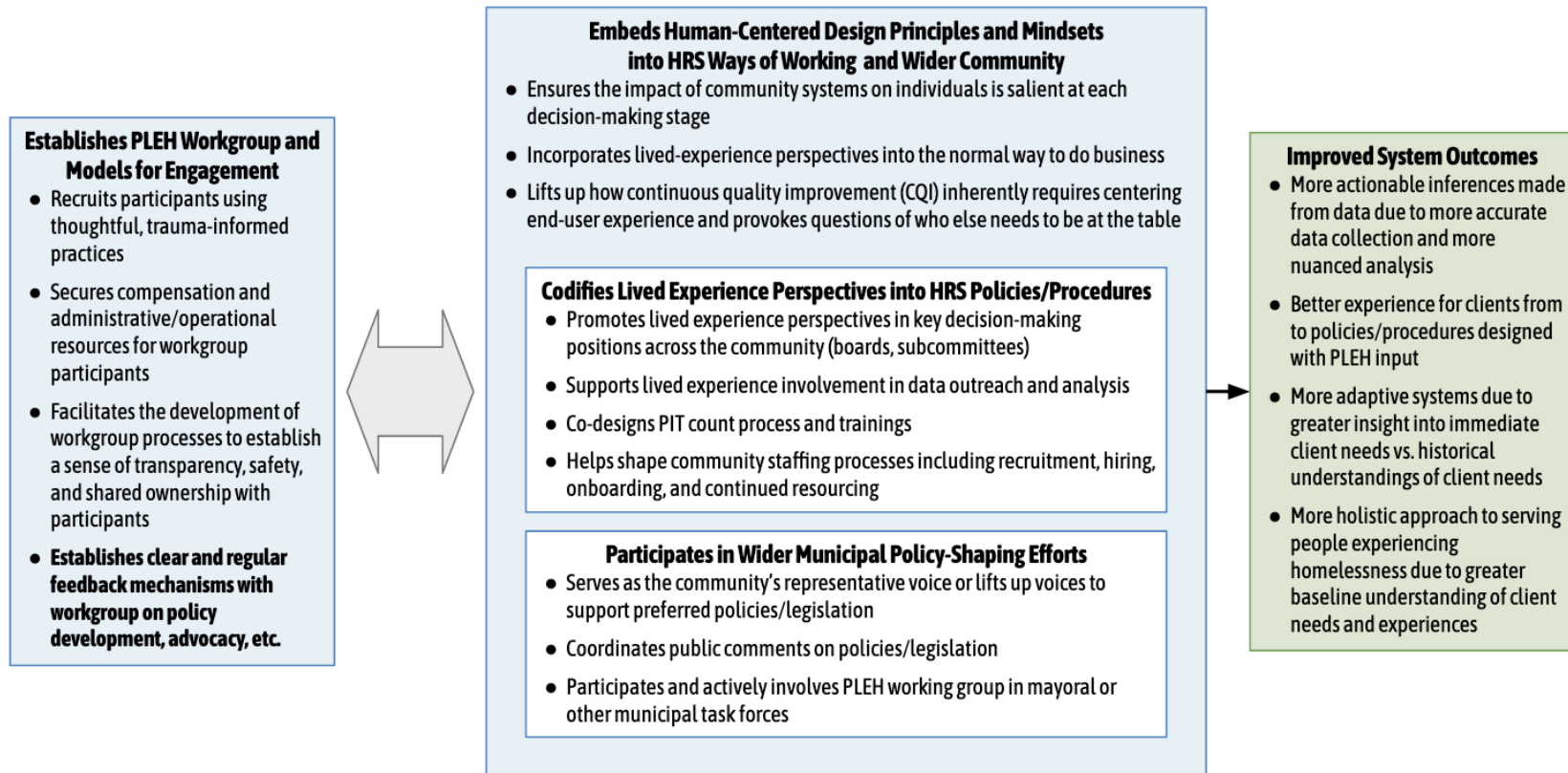
Lived Experience Engagement Coordinators leverage and promote continuous quality improvement best practices to actively reshape community processes and behavioral norms. They co-develop a shared vision for success across the community, provide the project management support to actualize that vision, and embed Collective Impact principles into community processes to ensure system-level gains are sustained. They establish and maintain critical communication and knowledge-sharing lanes between end users, providers, the community as a whole and the broader systems that touch the HRS.

Responsibilities

- **Establishes PWLEH working group** by engaging in trauma-informed outreach and recruitment efforts
- **Secures equitable resources for the work group** including compensation and resources that facilitate participation, administrative support, meeting space, and flexible resources for the functioning of the work group

- **Facilitates conversations around work group policies and procedures** such as agenda structures, meeting frequency, and governance
- **Amplifies PWLEH voice within community decision-making and policy-setting processes** either through direct representation or by supporting nominated voices in community workgroups and strategy meetings
- **Ensures strong two-way communication with working group** through codifying feedback loops into community decision-making and transparently outlining potential levers for change within the community
- **Builds models of engagement with PWLEH for the community** such as policies/procedures around street outreach, PIT count procedures, and service delivery
- **Is actively involved in data collection, analysis, and data-informed action-planning** to highlight potential blind-spots in the data and to ensure ground validity of data analysis
- **Builds practices of human-centered design into wider community staffing policies** including informing new hire recruitment, hiring, onboarding, and resourcing processes, especially for candidates and staff with lived experience
- **Fosters an understanding of the day-to-day challenges of PWLEH** for all community staff and cultivates collective empathy for all who work in and engage with the homelessness response system
- **Coordinates advocacy of preferred policies at the municipal-level** and actively participates with municipal task force efforts to shift broader environmental conditions towards greater support of PWLEH

Generalized Theory of Execution



Theory of Execution Summary: Lived Experience Engagement Coordinators bolster their community's continuous quality improvement (CQI) practices through embedding feedback loops with lived experience working groups into their community's decision-making processes. The Coordinator starts by recruiting participants for the working group and securing the resources to compensate participants for their time as well as to support the work group's operation. Through either directly representing the work group or through supporting participants' voices, the Coordinator shapes community service delivery strategies, the use of data for improvement, and staffing policies/processes. The Coordinator also helps the community center PWLEH perspectives when advocating for preferred municipal policy/legislation. Throughout, the Coordinator is reinforcing strong, transparent two-way communication with the PWLEH working group. Ultimately, the Coordinator aims to shift community mindsets toward more fully living out the CQI principles of centering the end user's experience.

Competency Model

Competency Map

This model maps out which competencies contribute to successfully executing each Lived Experience Engagement Coordinator responsibility. Use this to identify where to focus your professional development energy to move specific barriers in your work.

Practical Application generally refers to applying a skill within your own team or organization - for example managing an internal outreach coordination strategy. **Strategic Application** generally refers to being able to apply a skill across disparate stakeholder groups - for example, aligning outreach and enrollment processes across community providers. These represent two levels of proficiency because applying a skill without the benefits of shared language, ways of thinking, or strategic aims (as is often the case when working across stakeholder groups) requires a deeper mastery of the underlying concepts of that competency.

Job Responsibility	Competency	Proficiency Level	
		Practical Application	Strategic Application
Establishes PLEH working group	Facilitation and Relationship Building	■	
	Project Management	■	
	Role-Specific Knowledge	■	■
Secures equitable resources for the work group	Human-Centered Design	■	
	Project Management	■	■
	Role-Specific Knowledge	■	
Facilitates conversations around work group policies and procedures	Facilitation and Relationship Building	■	
	Improvement Science Foundations	■	
Amplifies PLEH voice within community decision-making and policy-setting processes	Facilitation and Relationship Building	■	■
	Human-Centered Design	■	
	Role-Specific Knowledge	■	
Ensures strong two-way communication with working group	Human-Centered Design	■	
	Improvement Science Foundations	■	

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Job Responsibility	Competency	Proficiency Level	
		Practical Application	Strategic Application
Builds models of engagement with PLEH for the community	Facilitation and Relationship Building	■	■
	Improvement Science Foundations	■	
Is actively involved in data collection, analysis, and data-informed action-pl..	Data Analysis and Data for Improvement	■	■
	Human-Centered Design	■	
Builds practices of human-centered design into wider community staffing policies	Facilitation and Relationship Building	■	■
	Human-Centered Design	■	■
	Project Management	■	■
	Role-Specific Knowledge	■	■
Fosters an understanding of the day-to-day challenges of PLEH	Human-Centered Design	■	■
	Role-Specific Knowledge	■	■
Coordinates advocacy of preferred policies at the municipal-level	Facilitation and Relationship Building	■	
	Role-Specific Knowledge	■	

Training Roadmap



This training roadmap identifies which Lived Experience Engagement Coordinator responsibilities will be supported if you were to improve a given competency. Use this to help identify how you would grow the fastest as a Lived Experience Engagement Coordinator through training.

Competency Set	Competency	Job Responsibility	Proficiency Level	
			Practical Application	Strategic Application
Improvement Science	Improvement Science Foundations	Builds models of engagement with PLEH for the community	■	
		Ensures strong two-way communication with working group	■	
		Facilitates conversations around work group policies and procedures	■	
	Project Management	Builds practices of human-centered design into wider community staffing policies	■	■
		Establishes PLEH working group	■	
		Secures equitable resources for the work group	■	■
	Facilitation and Relationship Building	Amplifies PLEH voice within community decision-making and..	■	■
		Builds models of engagement with PLEH for the community	■	■
		Builds practices of human-centered design into wider community staffing policies	■	■
		Coordinates advocacy of preferred policies at the municipal-l..	■	
		Establishes PLEH working group	■	
		Facilitates conversations around work group policies and procedures	■	
	Human-Centered Design	Amplifies PLEH voice within community decision-making and..	■	
		Builds practices of human-centered design into wider community staffing policies	■	■
		Ensures strong two-way communication with working group	■	
		Fosters an understanding of the day-to-day challenges of PLEH	■	■
		Is actively involved in data collection, analysis, and data-informed action-planning	■	
		Secures equitable resources for the work group	■	
	Data Analysis and Data for Im..	Is actively involved in data collection, analysis, and data-informed action-planning	■	■
	Technical Knowledge	Role-Specific Knowledge	Amplifies PLEH voice within community decision-making and policy-setting processes	■
Builds practices of human-centered design into wider community staffing policies			■	■
Coordinates advocacy of preferred policies at the municipal-level			■	
Establishes PLEH working group			■	■
Fosters an understanding of the day-to-day challenges of PLEH			■	■
Secures equitable resources for the work group			■	

Consolidated View

This is the same data, just pivoted to provide a snapshot view of the different competencies that would help a Lived Experience Engagement Coordinator be successful in their responsibilities.

Job Responsibility	Improvement Science					Technical Knowledge
	Data Analysis and Data for Improvement	Facilitation and Relationship Building	Human-Centered Design	Improvement Science Foundations	Project Management	Role-Specific Knowledge
Amplifies PLEH voice within community decision-making and policy-setting processes		Strategic Application	Practical Application			Practical Application
Builds models of engagement with PLEH for the community		Strategic Application		Practical Application		
Builds practices of human-centered design into wider community staffing policies		Strategic Application	Strategic Application		Strategic Application	Strategic Application
Coordinates advocacy of preferred policies at the municipal-level		Practical Application				Practical Application
Ensures strong two-way communication with working group			Practical Application	Practical Application		
Establishes PLEH working group		Practical Application			Practical Application	Strategic Application
Facilitates conversations around work group policies and procedures		Practical Application		Practical Application		
Fosters an understanding of the day-to-day challenges of PLEH			Strategic Application			Strategic Application
Is actively involved in data collection, analysis, and data-informed action-planning	Strategic Application		Practical Application			
Secures equitable resources for the work group			Practical Application		Strategic Application	Practical Application

Proficiency Level
 Practical Application
 Strategic Application