

Place-Based Coach Archetype

Generalized Job Description

Summary

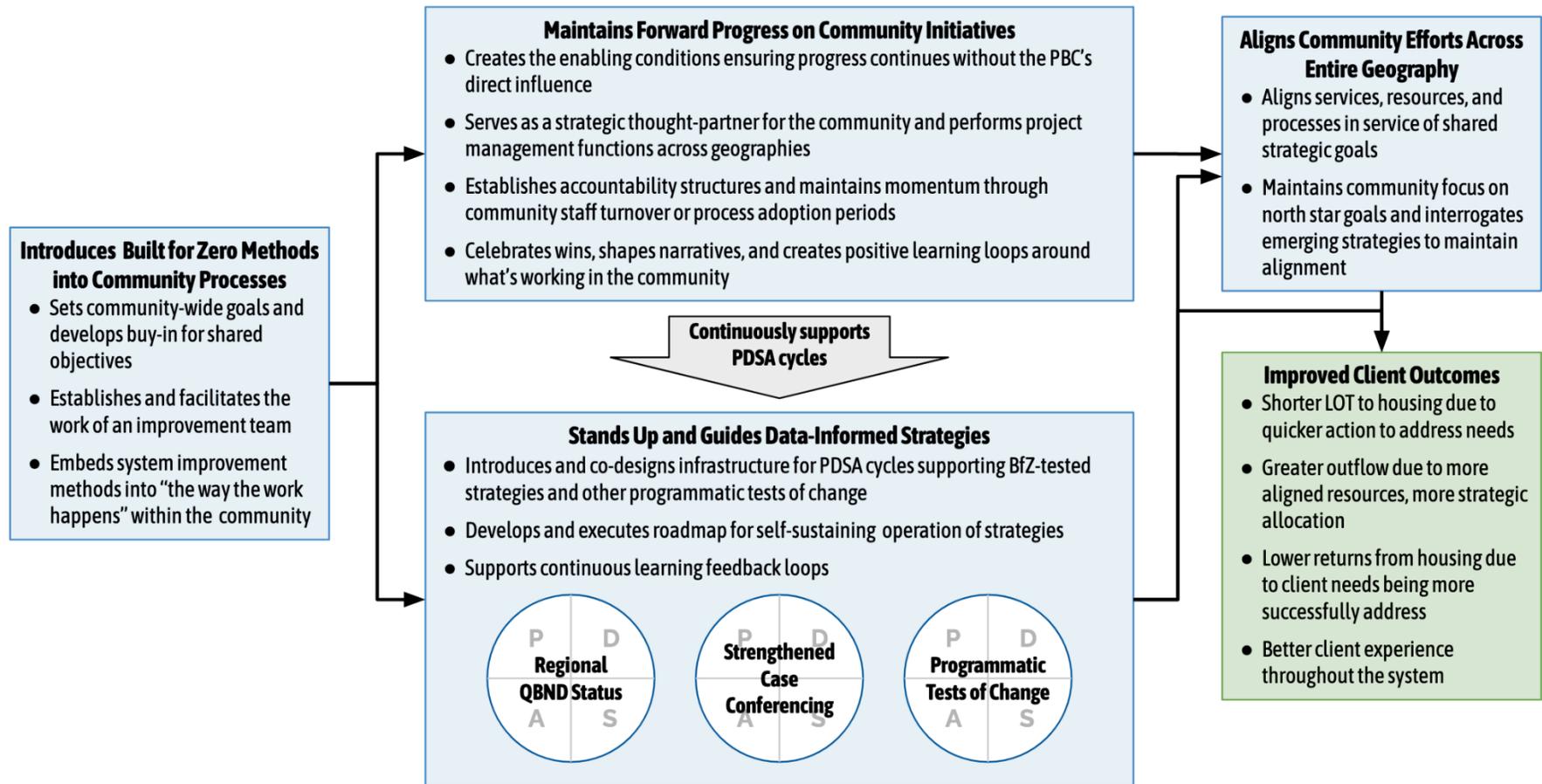
The Place Based Coach (PBC) is a staff position at Built for Zero community lead organizations – typically positioned at a backbone organization such as a CoC or government housing office. PBCs work in tandem with Built for Zero staff to support community-level implementation of the Built for Zero methodology and Community-Facing Theory of Change. The goal of the PBC is to build capacity and a sustainable path for community organizations to own the leadership of the Built for Zero model within communities where there are multiple CoC's or sub-regions. Ultimately the PBC takes over ongoing coaching with local stakeholders such as service providers, government offices and anything related to homeless systems improvement.

Responsibilities

- **Enables teams across the region/state to become experts at guiding their own improvement:** Educates, coaches, advises, and mentors multi-level stakeholders on performance improvement, data collection and analysis, project management, and change management methodology and techniques
- **Promotes and implements effective process improvements:** Models and uses performance enhancing tools to, problem analysis, and measurement practices
- **Uses project management tools and principles** to define and manage project scope, document and monitor timelines and deliverables, and resolve risks and barriers.
- **Identifies and resolves dependencies and constraints** between and across projects by working with project leaders, sponsors, and management.
- **Assesses resource allocation efficiency and efficacy** to support initiatives and achieve milestones.
- **Teaches others to efficiently plan and facilitate meetings of varied participants:** Uses standard meeting management tools and techniques

- **Establishes and maintains effective communications with all stakeholders.**
Anticipates stakeholder needs and quickly responds with appropriate and helpful solutions.
- **Identifies improvement opportunities in the Homeless Management Information System (HMIS) or equivalent database by collecting, analyzing and interpreting data.**
Presenting findings to various audiences including senior leaders.
- **Designs and supports implementation of infrastructure and systems** to enable providers to operate with maximum efficiency, effectiveness and human centered design.
- **Supports medium to large scale projects** involving multiple resources and spanning many months from start to finish.

Generalized Theory of Execution



Theory of Execution Summary: Place-based coaches (PBCs) act as an incubator of continuous quality improvement methods within their geographies. They first introduce Built for Zero and CQI methods into a community such as helping the community develop shared aims and improvement teams. They then serve as a momentum builder/sustainer and CQI guide as the community introduces different data-informed strategies into their day-to-day processes. Rather than perpetually leading these strategies, the PBC develops the working norms and infrastructure that allows the community to independently sustain these initiatives. Shifting working norms across the community towards an improvement mindset will lead to improved client outcomes as the community is able to meet client needs quicker, programs are more effective in their matching of resources to client needs, and the client's overall experience with the system improv

Competency Model

Competency Map

This model maps out which competencies contribute to successfully executing each Place-Based Coach 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
Enables teams across the region/state to become experts at guiding their own improvement	Improvement Science Foundations	■	■
	Facilitation and Relationship Building	■	■
	Project Management	■	■
	Data Analysis and Data for Improvement	■	■
	Built for Zero Methodology	■	■
Promotes and implements effective process improvements	Improvement Science Foundations	■	
	Data Analysis and Data for Improvement	■	
Uses project management tools and p..	Project Management	■	
Identifies and resolves dependencies a..	Project Management	■	■
Assesses resource allocation efficiency and efficacy	Improvement Science Foundations	■	■
	Data Analysis and Data for Improvement	■	■
Teaches others to efficiently plan and facilitate meetings of varied participa..	Facilitation and Relationship Building	■	
	Project Management	■	
Establishes and maintains effective co..	Project Management	■	■
Identifies improvement opportunities in the Homeless Management Inform..	Data Analysis and Data for Improvement	■	
	Built for Zero Methodology	■	
Designs and supports implementation of infrastructure and systems	Human-Centered Design	■	
	Built for Zero Methodology	■	
Supports medium to large scale projec..	Project Management	■	■

Training Roadmap

This training roadmap identifies which Place-Based Coach 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 Data Lead through training.

Competency Set	Competency	Job Responsibility	Proficiency Level	
			Practical Application	Strategic Application
Improvement Science	Improvement Science Foundations	Assesses resource allocation efficiency and efficacy	■	■
		Enables teams across the region/state to become experts at gu..	■	■
		Promotes and implements effective process improvements	■	
	Project Management	Enables teams across the region/state to become experts at gu..	■	■
		Establishes and maintains effective communications with all s..	■	■
		Identifies and resolves dependencies and constraints	■	■
		Supports medium to large scale projects	■	■
		Teaches others to efficiently plan and facilitate meetings of va..	■	
	Facilitation and Relationship Building	Enables teams across the region/state to become experts at gu..	■	■
		Teaches others to efficiently plan and facilitate meetings of va..	■	
	Human-Centered Design	Designs and supports implementation of infrastructure and sy..	■	
	Data Analysis and Data for Improvement	Assesses resource allocation efficiency and efficacy	■	■
		Enables teams across the region/state to become experts at gu..	■	■
		Identifies improvement opportunities in the Homeless Manag..	■	
Technical Knowledge	Built for Zero Methodology	Designs and supports implementation of infrastructure and sy..	■	
		Enables teams across the region/state to become experts at gu..	■	■
		Identifies improvement opportunities in the Homeless Manag..	■	

Consolidated View

This is the same data, just pivoted to provide a snapshot view of the different competencies that would help a Place-Based Coach be successful in their responsibilities.

Job Responsibility	Improvement Science					Technical Knowledge
	Improvement Science Foundations	Facilitation and Relationship Building	Project Management	Human-Centered Design	Data Analysis and Data for Improvement	Built for Zero Methodology
Assesses resource allocation efficiency and efficacy	■				■	
Designs and supports implementation of infrastructure and systems				■		■
Enables teams across the region/state to become experts at guiding their own improvement	■	■	■		■	■
Establishes and maintains effective communications with all stakeholders			■			
Identifies and resolves dependencies and constraints			■			
Identifies improvement opportunities in the Homeless Management Information System					■	■
Promotes and implements effective process improvements	■				■	
Supports medium to large scale projects			■			
Teaches others to efficiently plan and facilitate meetings of varied participants		■	■			
Uses project management tools and principles			■			

Proficiency Level

- Practical Application
- Strategic Application