Health and Homelessness Coordinator Archetype

This archetype guide is intended to provide role clarity for Health and Homelessness 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 Health and Homelessness 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 Health and Homelessness Coordinators as they work to improve systems in their communities.

Job Description

Summary

Health and Homelessness 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.

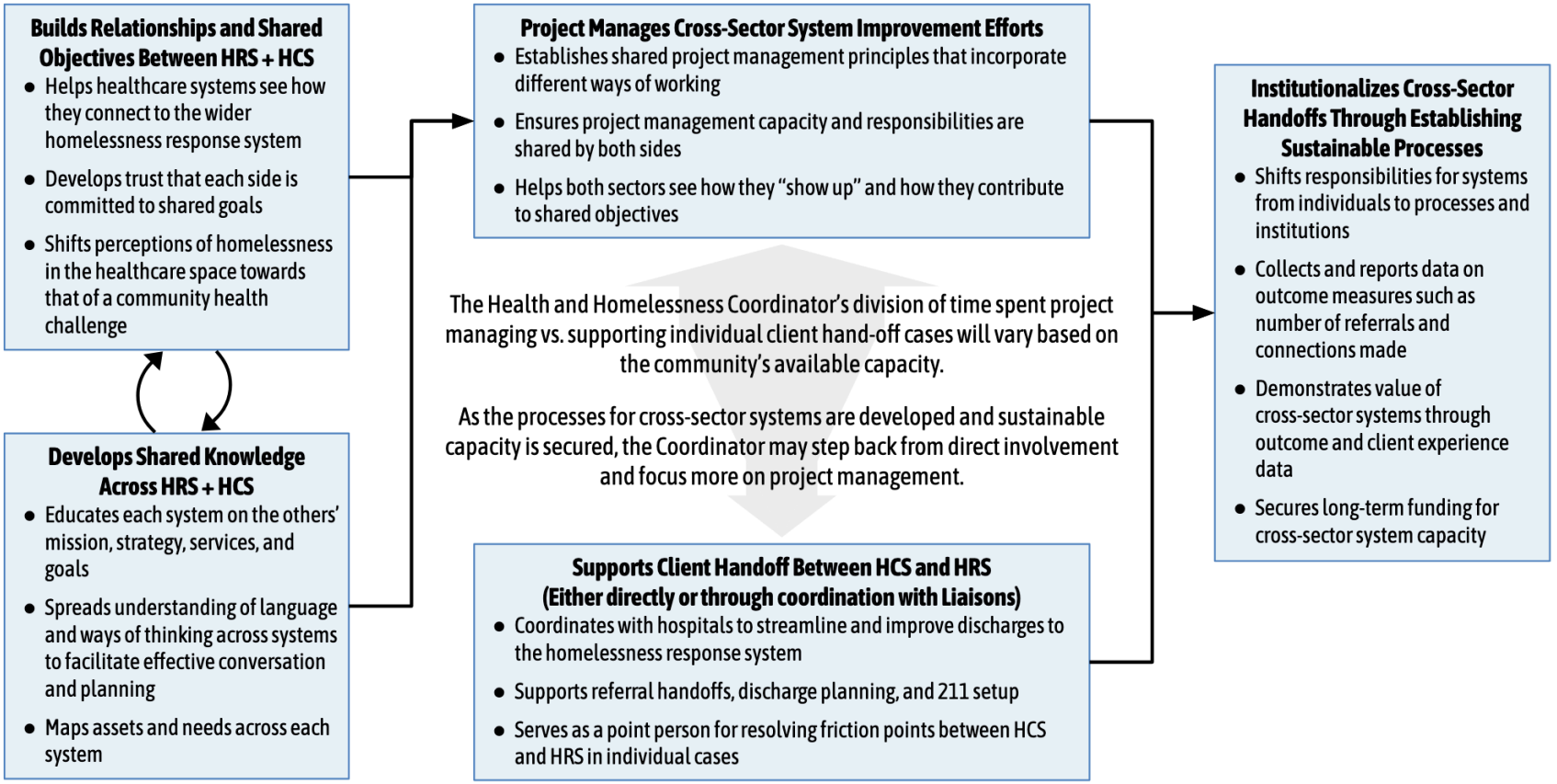
Responsibilities

- **Builds and maintains strong relationships between the local health system and the CoC** through educating each partner system on sector-specific language, systems, stakeholders, and processes
- **Helps the healthcare system see themselves as a part of a community's response to homelessness** - spreads the idea of "our clients" vs. "my/your clients" across

sector lines and shifts perceptions towards homelessness as a community health challenge

- **Maps the resources and needs of each system** to educate each system on the others' available resources and to make connections across systems between needs and resources
- **Develops shared aims and measures across sector lines** to operationalize shared objectives into targets to be addressed through joint efforts and to track progress towards success
- **Fosters data transparency between the healthcare and homeless responses systems** by facilitating data sharing agreements and regular touchpoints
- **Supports client handoffs between the healthcare and homelessness response systems** either through direct action or through coordinating with health and homelessness liaisons
- **Project manages or supports the project management of homelessness response and healthcare system improvement efforts** such as facilitating cross-sector case conferencing or streamlining discharge planning systems and ensures that each side understands how they show up
- **Secures sustainable capacity and infrastructure to support homelessness response and healthcare systems** to ensure system operations and gains are not tied to an individual
- **Collects and analyzes evidence of system effectiveness to demonstrate the value of cross-sector systems** and to advocate the institutionalization of those systems through sustained funding

Generalized Theory of Execution



Theory of Execution Summary: Health and Homelessness Coordinators develop the connective tissue between a community's healthcare and homeless response systems. They start by developing relationships between the HRS and HCS, helping each understand each others' language, services, and resources - developing a shared sense of community and measurable objectives helps deepen these relationships and is necessary for cross-sector projects. The HH Coordinator then leads the deployment of discharge handoffs between the HCS and HRS. Depending on a community's staffing capacity, the Coordinator may split their time between being directly involved in many individual handoff cases themselves and performing project management duties. Ultimately, the Coordinator works to institutionalize these systems by demonstrating measurable system-level improvement, with the end goal of securing dedicated resources and capacity.

Competency Model

Competency Map

This model maps out which competencies contribute to successfully executing each Health and Homelessness 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
Builds and maintains strong relationships between the local healt..	Facilitation and Relationship Building	■	■
	Role-Specific Knowledge	■	
Helps the healthcare system see themselves as a part of a community's response to homelessness	Improvement Science Foundations	■	
	Facilitation and Relationship Building	■	
	Role-Specific Knowledge	■	■
Maps the resources and needs of each system	Improvement Science Foundations	■	
	Human-Centered Design	■	
	Role-Specific Knowledge	■	
Develops shared aims and measures across sector lines	Improvement Science Foundations	■	
	Facilitation and Relationship Building	■	■
	Project Management	■	■
	Role-Specific Knowledge	■	■
Fosters data transparency between the healthcare and homeless responses systems	Facilitation and Relationship Building	■	
	Project Management	■	
	Data Analysis and Data for Improvement	■	

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Job Responsibility	Competency	Proficiency Level	
		Practical Application	Strategic Application
Supports client handoffs between the healthcare and homelessness response systems	Improvement Science Foundations	■	
	Facilitation and Relationship Building	■	
	Human-Centered Design	■	
	Role-Specific Knowledge	■	
Project manages or supports the project management of homelessness response and healthcare system improvement efforts	Improvement Science Foundations	■	
	Project Management	■	■
	Data Analysis and Data for Improvement	■	
Secures sustainable capacity and infrastructure to support homelessnes..	Improvement Science Foundations	■	
	Project Management	■	■
Collects and analyzes evidence of system effectiveness to demonstrate t..	Improvement Science Foundations	■	
	Data Analysis and Data for Improvement	■	

Training Roadmap

This training roadmap identifies which Health and Homelessness 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 Health and Homelessness Coordinator through training.

			Proficiency Level	
Competency Set	**Competency**	**Job Responsibility**	Practical Application	Strategic Application
Improvement Science	Improvement Science Foundations	Collects and analyzes evidence of system effectiveness to de..	■	
		Develops shared aims and measures across sector lines	■	
		Helps the healthcare system see themselves as a part of a co..	■	
		Maps the resources and needs of each system	■	
		Project manages or supports the project management of hom..	■	
		Secures sustainable capacity and infrastructure to support ho..	■	
		Supports client handoffs between the healthcare and homele..	■	
	Project Management	Develops shared aims and measures across sector lines	■	■
		Fosters data transparency between the healthcare and home..	■	
		Project manages or supports the project management of hom..	■	■
		Secures sustainable capacity and infrastructure to support ho..	■	■
	Facilitation and Relationship Building	Builds and maintains strong relationships between the local ..	■	■
		Develops shared aims and measures across sector lines	■	■
		Fosters data transparency between the healthcare and home..	■	
		Helps the healthcare system see themselves as a part of a co..	■	
		Supports client handoffs between the healthcare and homele..	■	
	Human-Centered Design	Maps the resources and needs of each system	■	
		Supports client handoffs between the healthcare and homele..	■	
	Data Analysis and Data for Improvement	Collects and analyzes evidence of system effectiveness to de..	■	
		Fosters data transparency between the healthcare and home..	■	
		Project manages or supports the project management of hom..	■	
Technical Knowledge	Role-Specific Knowledge	Builds and maintains strong relationships between the local ..	■	
		Develops shared aims and measures across sector lines	■	■
		Helps the healthcare system see themselves as a part of a co..	■	■
		Maps the resources and needs of each system	■	
		Supports client handoffs between the healthcare and homele..	■	

Consolidated View

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

	Improvement Science					Technical Knowledge
Job Responsibility	Data Analysis and Data for Improvement	Facilitation and Relationship Building	Human-Centered Design	Improvement Science Foundations	Project Management	Role-Specific Knowledge
Builds and maintains strong relationships between the local health system and the CoC		Strategic				Practical
Collects and analyzes evidence of system effectiveness to demonstrate the value of cross-sector system	Practical			Practical		
Develops shared aims and measures across sector lines		Strategic		Practical	Strategic	Strategic
Fosters data transparency between the healthcare and homeless responses systems	Practical	Practical			Practical	
Helps the healthcare system see themselves as a part of a community's response to homelessness		Practical		Practical		Strategic
Maps the resources and needs of each system			Practical	Practical		Practical
Project manages or supports the project management of homelessness response and healthcare system improvement efforts	Practical			Practical	Strategic	
Secures sustainable capacity and infrastructure to support homelessness response and healthcare systems				Practical	Strategic	
Supports client handoffs between the healthcare and homelessness response systems		Practical	Practical	Practical		Practical

Proficiency Level

- Practical Application
- Strategic Application