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



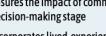
- Facilitates conversations around work group policies and procedures such as agenda structures, meeting frequency, and governance
- Amplifies PWLEH voice within community decision-making and policy-setting processes either through direct representation or by supporting nominated voices in community 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

Establishes PLEH Workgroup and Models for Engagement

- Recruits participants using thoughtful, trauma-informed practices
- Secures compensation and administrative/operational resources for workgroup participants
- Facilitates the development of workgroup processes to establish a sense of transparency, safety, and shared ownership with participants
- Establishes clear and regular feedback mechanisms with workgroup on policy development, advocacy, etc.



- Ensures the impact of community systems on individuals is salient at each decision-making stage
- Incorporates lived-experience perspectives into the normal way to do business

Embeds Human-Centered Design Principles and Mindsets into HRS Ways of Working and Wider Community

• Lifts up how continuous quality improvement (CQI) inherently requires centering end-user experience and provokes questions of who else needs to be at the table

Codifies Lived Experience Perspectives into HRS Policies/Procedures

- Promotes lived experience perspectives in key decision-making positions across the community (boards, subcommittees)
- Supports lived experience involvement in data outreach and analysis
- Co-designs PIT count process and trainings
- Helps shape community staffing processes including recruitment, hiring, onboarding, and continued resourcing

Participates in Wider Municipal Policy-Shaping Efforts

- Serves as the community's representative voice or lifts up voices to support preferred policies/legislation
- Coordinates public comments on policies/legislation
- Participates and actively involves PLEH working group in mayoral or other municipal task forces

Improved System Outcomes

- More actionable inferences made from data due to more accurate data collection and more nuanced analysis
- Better experience for clients from to policies/procedures designed with PLEH input
- More adaptive systems due to greater insight into immediate client needs vs. historical understandings of client needs
- More holistic approach to serving people experiencing homelessness due to greater baseline understanding of client needs and experiences

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.

		Proficiency Level		
Job Responsibility	Competency	Practical Strategic Application 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	Human-Centered Design			
communication with working group	Improvement Science Foundations			

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		Proficiency Level		
Job Responsibility	Competency	Practical Strategic Application Application		
Builds models of engagement with	Facilitation and Relationship Building			
PLEH for the community	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	Facilitation and Relationship Building			
policies at the municipal-level	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.

			Proficiency Level
Competency Set	Competency	Job Responsibility	Practical Strategic Application 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	
		Coordinatesadvocacyofpreferredpoliciesatthemunicipal-l	
		Establishes PLEH working group	
		Facilitates conversations around work group policies and procedures	
	Human-Centered Design	lem:lem:lem:lem:lem:lem:lem:lem:lem:lem:	
		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.

	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
Amplifies PLEH voice within community decision-making and policy-setting processes						
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-level						
Ensures strong two-way communication with working group						
Establishes PLEH working group						
Facilitates conversations around work group policies and procedures						
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						

Proficiency Level
Practical Application
Strategic Application