

Director of System Transformation

Meet Clutch:

Clutch Consulting Group steps up to build systems that solve big, complex social problems, take decisive action, meet the moment, and create real impact on homelessness. With client communities across the country, we lead from the field to meet the evolving landscape of homelessness and overcome seemingly intractable challenges. Our team of strategy, operations, and implementation experts has transformed systems in more than a dozen cities across the US, resulting in marked reductions in homelessness.

We Are:

- **Systems Thinkers and Pragmatic Leaders:** We approach challenges with a systems-oriented mindset, combining big-picture thinking with actionable strategies to drive meaningful change.
- **Catalysts for Transformation:** With every engagement, we actively drive and support transformative change, ensuring progress and lasting impact.
- **Action-Driven Strategists:** We balance strategic planning with real-time action, ensuring that every initiative is both well-conceived and effectively executed.
- **Partners in Progress:** Standing shoulder-to-shoulder with our client partners, we provide ongoing support to facilitate transformation in real-time.

About the Director of System Transformation:

We are seeking a highly driven and experienced professional to join our team as a **Director of System Transformation**. This role is central to supporting communities engaged in large-scale system change. The Director will provide project management and coaching services to senior leaders (e.g., CoC leads, elected officials, funders, city managers, CEOs) and implementation leaders (e.g., workgroup leaders, directors, program managers). Through hands-on leadership and coaching, you will help these leaders drive system transformation, develop and maintain system-level visions, and align resources to achieve impactful, long-term outcomes.

You Will:

- **Provide Executive Coaching & Change Management Support:** Guide and coach senior leaders (e.g., CoC leads, elected officials, funders, city managers, CEOs) and implementation leaders (e.g., workgroup leaders, directors, program managers) to develop and execute system transformation strategies while helping them refine their strategic thinking, problem-solving approaches, and leadership capacity.
- **Facilitate High-Level Stakeholder Engagement:** Thoughtfully plan and lead discussions with executive, political, and operational stakeholders, ensuring alignment while respecting the expertise and autonomy of local leaders.

- **Develop Strategic Plans & Deliverables:** Create high-quality strategy documents, system transformation roadmaps, work plans, reports, and presentations tailored to the needs of each community.
- **Support System Transformation Efforts:** Guide leaders through the complexities of system change by fostering critical thinking, aligning resources, and strengthening decision-making processes. This may include modeling new behaviors or co-leading by managing workgroups, coordinating planning efforts, aligning partners, and ensuring the implementation of strategic priorities.
- **Strengthen Cross-Sector Partnerships:** Build trust and maintain collaborative relationships with government agencies, nonprofit leaders, funders, and other key stakeholders, serving as a strategist and facilitator who advances system-wide solutions and fosters shared ownership of outcomes.
- **Deliver Hands-On Technical Assistance:** Provide subject-matter expertise and thought partnership, equipping leaders with the tools and perspectives needed to navigate challenges and drive sustainable change on their own.
- **Operate with Discretion & Awareness:** Recognize the nuances of each system, exercising sound judgment in high-stakes environments, maintaining professional discretion, and respecting the political and organizational dynamics at play.
- **Maintain Operational Excellence:** Ensure timely execution of administrative responsibilities, including time tracking, invoicing, expense reporting, and compliance with internal processes.
- **Travel for Onsite Engagement:** Conduct in-person coaching, facilitation, and support for community partners, requiring up to 60% travel (typically 2-3 trips per month, averaging 2-3 days per trip).

You'll Have:

- **Leadership Experience:** At least 3 years of leadership experience in housing, homelessness, human services, or a related field with strong political and business acumen.
- **Strategic Leadership:** Demonstrated expertise in shaping and leading strategic engagements, including proposal development, project scoping, and financial management.
- **Project Management:** A proven track record of managing complex, system-level projects from concept through implementation, delivering results on time and within scope.
- **Client Engagement:** Experience cultivating and maintaining strong client relationships, with the ability to manage diverse stakeholder needs and expectations.
- **Visionary Thinking:** The ability to develop and articulate a system-level vision and guide teams toward achieving transformative, measurable outcomes.
- **Hands-On Approach:** A commitment to supporting system transformation through direct engagement and implementation coaching with clients.
- **Action-Oriented:** A proactive, results-driven mindset with a strong ability to translate strategy into action.

- **Exceptional Communication Skills:** Strong oral and written communication skills, with the ability to convey complex ideas clearly and effectively to diverse audiences.

Your Areas of Knowledge and Expertise:

- **Pragmatic Problem-Solving:** A practical, solutions-focused approach to addressing challenges and implementing innovative strategies.
- **Systems Expertise:** A deep understanding of how social systems function, including the interdependencies and complexities that drive systemic outcomes.
- **Collaborative Leadership:** A demonstrated ability to build and maintain partnerships with diverse stakeholders, fostering trust and shared ownership.
- **Change Management Expertise:** Experience driving significant change initiatives within organizations or systems, ensuring alignment with strategic objectives.
- **Financial and Operational Acumen:** Proficiency in budgeting and financial management related to project oversight and resource allocation.
- **Data-Informed Decision Making:** Experience using data and analytics to inform strategies, track progress, and adjust plans as needed.
- **Adaptability and Resilience:** A flexible approach to navigating evolving circumstances and priorities, with a positive attitude and sense of humor.
- **Professional Discretion:** Sound judgment and professionalism in handling sensitive matters and high-level engagements

We Offer:

- Competitive Salary
- 100% Paid Health Benefits
- Flexible Paid Time Off
- Remote Work with Travel to Client Sites as Needed