

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, leadership, 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:

Clutch is seeking an experienced systems leader to support communities working to transform how they respond to homelessness. 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 work in concert with Clutch's implementation coaches and community implementation leads. 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

- **Coach and Support Senior Leaders Through System Change**
Provide direct coaching and strategic guidance to senior leaders (e.g., CoC leads, elected officials, funders, city managers, CEOs) and implementation leaders (e.g., workgroup leads, program directors). You will help them think through complex system challenges, strengthen their leadership approach, and move from strategy to execution.
- **Facilitate High-Stakes Conversations and Decision-Making**
Design and lead meetings with executive, political, and operational stakeholders to

help communities align around shared priorities and make difficult decisions. This may include facilitating multi-agency strategy sessions, guiding cross-sector workgroups, or supporting executive briefings.

- **Develop Clear, Actionable Strategy and Implementation Plans**

Translate complex system challenges into practical strategy documents and work plans. You will produce transformation roadmaps, meeting materials, implementation plans, and executive briefings that help leaders understand priorities and take coordinated action.

- **Drive Progress on System Transformation Initiatives**

Support communities as they implement system change efforts. This may include helping leaders structure workgroups, aligning partners around shared goals, identifying operational barriers, and ensuring key initiatives move forward.

- **Build and Maintain Strong Cross-Sector Partnerships**

Develop trusted relationships with leaders across government agencies, nonprofit organizations, funders, and community stakeholders. You will often serve as a neutral facilitator and strategic partner who helps diverse groups work toward shared outcomes.

- **Provide Hands-On Technical Assistance**

Offer practical expertise and problem-solving support to help communities navigate challenges. This may involve reviewing system data, identifying bottlenecks in housing placements or outreach coordination, and helping leaders identify solutions they can implement immediately.

- **Navigate Complex Political and Organizational Environments**

Work effectively within high-stakes systems where multiple stakeholders, priorities, and pressures are at play. You will exercise sound judgment, maintain professional discretion, and adapt your approach to the political and organizational dynamics of each community.

- **Maintain Strong Operational Discipline**

Ensure projects move forward smoothly by managing timelines, coordinating with Clutch colleagues, and completing internal administrative responsibilities including time tracking, invoicing, and expense reporting.

- **Travel to Work Directly with Communities**

Travel to client communities to facilitate workshops, strategy sessions, and leadership meetings. This role can require up to 60% travel (typically 2-3 trips per month, averaging 2-3 days per trip).

What the Work Often Looks Like

In a typical week and month, you might:

- Facilitate strategy sessions with local leaders
- Coach a Continuum of Care leader through a major system alignment decision and day-to-day transformational leadership activities
- Review community data dashboards and help leaders identify system bottlenecks
- Draft a strategic memo outlining next steps after a cross-agency convening

- Travel to a community to facilitate a two-day implementation prep workshop
- Coordinate internally with Clutch implementation coaches to support a community's progress and overcome obstacles.

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

Compensation & Work Environment

- Competitive Salary
- 100% Paid Health Benefits
- Flexible Paid Time Off
- Fully Remote Team Environment
- Team working hours primarily aligned with Central Time, with flexibility required based on client locations
- Travel to client communities (up to ~60%)