

Building a Collaborative Team: Types of Teams



This tool was developed by POAH in partnership with Design Impact as part of a larger effort to make housing more trauma-informed. To learn more about POAH's work visit POAH's Trauma-Informed Housing Toolkit at traumainformedhousing.poah.org

Purpose

Trauma-informed housing is multifaceted, touching residents and staff across an organization. Collaborative teams incorporate diverse perspectives, enabling deeper understanding and generating more opportunities for trauma-informed practices in our communities. These four types of teams were utilized to drive organization-wide change at POAH.

■ Core Team:

The Core Team guides the project.

The Core Team is comprised of stakeholders with direct experience in both the problem(s) you seek to solve and the solution(s) that can respond. The Core Team makes iterative and adaptive decisions about the project's direction, shaping each stage based on their lived experience and their connection to the Site Team.

Key Features:

- Meets monthly for the duration of the project
- Includes representatives from each site team, called "Site Team Lead"
- Includes outside content experts (designers, architects, behavioral health experts)
- Brings some knowledge of trauma-informed care (formal or informal)
- Voluntary

■ Project Champions:

Project Champions are staff that sit in the corporate or regional levels of the organization. Project Champions believe in and support the project and are committed to organization-level change.

Project Champions represent different departments (Development, Acquisitions, Human Resources, Resident Services, Policy, Regional Leadership) and occupy various levels of seniority. Project Champions provide feedback at critical stages and look for ways to integrate the Site Team's learning across the organization.

- Meets monthly/bi-monthly
- Includes representatives from most of the organization's departments
- Members have influence within their department
- Members understand the connection between trauma-informed and the organization's goals and vision
- Voluntary

■ Site Team:

The Site Team are the "End Users" that lead the project on the ground.

At POAH, the Site Team are comprised of residents and frontline staff from locations of various sizes, geographies, physical configurations, staffing models. The Site Team acts locally, determining what is most important to their community.

Key Features:

- Meets 1-2 times/month for the duration of the project
- Members are recruited by a Site Team Lead
- Includes representatives from resident services, property management, maintenance, residents and community partners
- Members bring lived experience in their local community
- Members commit to a one-year Fellowship
- Voluntary, Compensated

■ Leadership:

Leaders are people in positions of power that support the project and green-light ideas for testing and expansion.

Leadership includes the supervisors of frontline staff (such as Regional Managers) and an organization's Executive team (such as the CEO of the owner and/or management entity). Leadership offers feedback, provides financial support, advances ideas, and influences broader organizational culture and operations.

