



## **JOB ANNOUNCEMENT**

### **Program Manager/Senior Program Manager New York Program**

#### **The Organization:**

CSH transforms how communities use housing solutions to improve the lives of the most vulnerable people. We offer capital, expertise, information and innovation that allow our partners to use supportive housing to achieve stability, strength and success for the people in most need. CSH blends over 20 years of experience and dedication with a practical and entrepreneurial spirit, making us the source for housing solutions. CSH is an industry leader with national influence and deep connections in a growing number of local communities. We are headquartered in New York City with staff stationed in more than 20 locations around the country.

#### **This Position:**

CSH is seeking energetic, qualified candidates for the position of Program/Senior Program Manager. The position will primarily focus on implementation and management of two of CSH's new programs: The Veteran's Academy and the Family Reunification Pilot Program (FRPP) with the New York City Housing Authority. The Program/Senior Program Manager will be responsible for program implementation, contract management, quality assurance and contract monitoring, external relationship management, and providing ongoing training and technical assistance to the direct service providers and our partners. In addition, the qualified candidate will actively participate in related veterans and reentry activities of CSH and provide technical assistance and training to our partners around the state of New York as opportunities arise.

CSH seeks an accomplished professional with strong skills in project management and the proven ability to work well both independently and within a multi-disciplinary team environment, and manage multiple projects and priorities. Ideal candidates will be highly motivated, inspired and creative individuals who are able to link policy to "on the ground" practice. Candidates should have experience and familiarity with permanent housing and services models for vulnerable populations. Direct experience with supportive housing, housing first, quality assurance, and oversight of clinical staff are all preferred. Professional experience working with Veterans, criminal justice and people experiencing homelessness is preferred. *Applicants with personal history including experience with military service, re-entry, or homelessness are encouraged to apply.*

The position will report to the Director in the New York office and will have the following responsibilities:

#### **Responsibilities:**

- Manage and track contract-related expenditures, reimbursements, and CSH expenses related under CSH's Veteran's Academy Program.
- Organize monthly trainings, with clinical and peer-to-peer model focus, delivered by experts in the field of veterans' services and given to supportive housing and service providers in New York.
- Organize monthly collaboration meetings for the Family Reunification Re-entry Program to ensure successful implementation of the pilot program. Attendees are government and service partners.
- Work to support FUSE replication activities in Washington DC/Richmond, Virginia and other locations.

- Establish and maintain high quality relationships and partnerships with key stakeholders, particularly staff from the VA, NY State and NY City agencies, Veterans organization, regional Housing Authorities, and nonprofit partner agencies.
- Write and present as needed on the implementation and outcomes of the CSH's Veteran's Academy and FRPP.
- Work with the Director to document best practices and lessons learned during the implementation and management of the contract, convene partners to advance continuous quality improvement, and identify ways in which this contract can inform CSH's national approach around Veterans and supportive housing.
- Maintain relationship with funders and fulfill reporting requirements, working with CSH's Fund Development unit.
- Represent CSH effectively at external events, ensuring CSH's interests and reputation are maintained.
- Frequent travel in New York and regionally, as well as occasional national, as required.
- Participate in regional planning and operations discussions and activities.
- Perform any other related duties or special projects locally or in collaboration with regional and national teams as assigned by the supervisor.

### **Position Qualifications**

All CSH staff share a common competency framework. These competencies guide our approach and help us to create value. The position qualifications are offered in the context of this competency framework:

#### Entrepreneurial:

- Ability to adapt approach, strategy, and tactics rapidly in response to changing information or client need.
- Ability to articulate and strategically pursue new visions and ideas for supportive housing, and the role it can play in solving complex social problems. Ability to persuade others and make vision sharable

#### Strategic:

- Ability to assess situations and opportunities and translate into plans of action. Understands how to work through formal channels, informal networks and with partners in varied public sectors and philanthropic settings

#### Pragmatic:

- Effectively manage many projects simultaneously, including large multi-site multi-year programs and grants. Must be adept taking initiative, and pursuing program goals with minimal supervision.

#### Collaborative:

- Ability to establish excellent relationships and work cooperatively with individuals, groups and organization diverse in mission, composition, function, capacity, and geographic location.
- Ability to find common ground and effectively facilitate discussion among stakeholder groups with divergent views.
- Skilled in developing and delivering cogent and compelling presentations to varied audiences

#### Accountable

- Excellent writing, analytic, and interpersonal communications skills.
- Ability to organize and manage an effective work team as well as relationships with contract consultants and other outside partners
- Sets a high standard for personal and team performance with a focus on results.

**To Apply:** Candidates should submit a resume, salary expectations, and cover letter describing their interest in the position to:

[jobs@csh.org](mailto:jobs@csh.org)

*CSH is committed to a policy of equal treatment and opportunity in every aspect of its relations with staff members and prospective employees, and will not discriminate against applicants for employment because of race, creed, color, national origin, age, disability, marital status, sex, or sexual orientation. CSH is also committed to a policy of affirmative action in the hiring of staff and encourages employment applications from people who are representative of the culturally and ethnically diverse communities CSH serves.*