



## JOB ANNOUNCEMENT

### **Program Manager-Training**

Location: Various

#### **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. CSH's headquarters are in New York City with staff stationed in more than 20 locations around the country.

#### **Consulting & Training (C&T):**

CSH Consulting & Training is responsible for securing and staffing fee-for-service contracts across the country. C&T works with local and national teams to develop policies and programs to help end homelessness in communities through systems change and capacity building. We also work closely with government and the non-profit sector to ensure creation of quality supportive housing. The C&T team provides individualized training and technical assistance to communities and providers and through the national HUD TA contract. Internally, we collaborate closely with executive staff, national offices and regional teams. We take this collaborative spirit to our external partners as well.

Current projects for the C&T team include but are not limited to HUD Technical Assistance; Ten Year planning and systems change work in a variety of urban, suburban and rural communities; HEARTH policy work; Supportive Housing Institutes and Academies; Dimensions of Quality training; one through direct technical assistance and training; other 1-day trainings; and other technical assistance projects.

#### **The Position:**

CSH is seeking an energetic, results-oriented Program Manager (PM) to work on the Consulting and Training team. This candidate will focus on CSH training activities, including webinars, classroom training, and virtual learning. The ideal candidate is an accomplished professional with strong skills in project management, managing multiple projects and priorities with the proven ability to work well both independently and within a multi-disciplinary team environment. Applicants should be highly motivated, inspired and creative individuals who understand adult learning principles and education. The Consulting and Training team is supported by contracts with external agencies and organizations. This position is a 12-month contract position and is renewable pending CSH's ability to secure new contracts and/or grant support. This position is located in any of CSH's current offices or may work from home. The position does require travel, therefore, candidates must be located near a major airport.

#### **Responsibilities:**

Under the direction of the Training Director, the Program Manager will:

- Work collaboratively with CSH's regions and national teams to create a national training calendar, standard curriculum, and supporting resources for distribution.
- Work collaboratively with community partners to deliver high-quality trainings and webinars. Activities may include setting up and delivering webinars; editing and finalizing course materials; background research; meeting logistics; training design and delivery; securing venues and co-trainers.
- Deliver high-quality training to the field through webinars, online training modules, and classroom trainings.
- Provide support to CSH staff and trainers by preparing agendas, training objectives, materials, and evaluations.
- Implement the Dimensions of Quality framework through trainings and technical assistance to the field.

- Maintain good relationships with clients and funders and deliver high-quality work that meets CSH's strategic goals, mission, and annual priorities.
- Represent CSH at conferences, webinars, and engagements.
- Travel: 30-40% of time

**Qualifications:**

All CSH staff share a common competency framework. This guides our approach and in turn, helps us create value. Successful candidates will be adaptive, entrepreneurial problem solvers with a demonstrated commitment to social justice. CSH seeks candidates driven by strategic thinking, executed with creativity and flexibility with an ability to adapt approach, strategy, and tactics rapidly in response to changing information or program need. It is important to articulate and strategically pursue new visions and ideas for supportive housing, and the role it can play in solving complex problems. The successful candidate will be adaptable, entrepreneurial, creative, flexible, and a problem solver. S/he will have a sense of humor, patience, and a commitment to treating others with respect.

Specific skills and experience include:

- Demonstrated entrepreneurship in past positions.
- Demonstrated ability to prioritize work, coordinate efficiently, and respond quickly to changing priorities.
- Demonstrated ability to problem solve and negotiate positive results.
- Ability to realistically assess capacity and provide technical assistance on a group or individual basis.
- Knowledge in adult learning principles; classroom training; or online learning.
- Strong math, interpersonal, written, and verbal communications skills.
- Ability to work well independently and manage multiple projects and priorities.
- Excellent organizational skills and attention to detail.
- Proficiency in using Microsoft Office Suite especially Word, Excel, and Power Point.
- Ability to communicate clearly and simply, coupled with a strong creative sensibility and ability to think strategically.
- Ability to take initiative and pursue goals with minimal supervision. Comfort with working on a team that is "virtual" and does most of its work via telephone and email.
- Passion for the CSH mission and possess the leadership and management skills necessary to advance and realize CSH's vision and further enhance the organization's reputation in communities that it serves.
- Sound business ethics, including the protection of proprietary information.
- Willing and able to travel as requested. Travel schedule will vary based on assignments.
- Bachelor's degree. Experience may substitute for some education.

**To Apply:**

Candidates should apply by clicking on the link below. Please be sure to include your resume, cover letter, and salary expectations:

<https://home2.eease.adp.com/recruit/?id=9990952>

Applications received by January 31<sup>st</sup> are assured consideration.

*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.*