JOB ANNOUNCEMENT

Senior Program Manager
Southeast

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.

The Position/Responsibilities

CSH is seeking energetic, qualified candidates to fill the position of Senior Program Manager for the Southeast. This position will be role split between:

- **CSH's Eastern Region**, which is responsible for monitoring and advancing supportive housing in high priority communities across the Eastern United States. The region coordinates work across CSH's Government Affairs and Innovations, Consulting & Training, and Community Investment Teams and support long-term engagement and development of the supportive housing sector. The SPM will work closely with the Managing Director of the CSH's Eastern Region to work to align the funding priorities and systems necessary to expand access to supportive housing for vulnerable people that represent high costs to the public and community. Current projects for the ER team include, but are not limited to: population specific technical assistance to develop specialized supportive housing targeted to Veterans, people involved with the criminal justice systems, high utilizers of public systems including health and behavioral health, and families involved with the child welfare system; direct technical assistance to state and local government; and planning for and modeling supportive housing initiatives to address community needs.
- CSH Consulting & Training, which 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. C&T also works closely with government and the non-profit sector to ensure creation of quality supportive housing. 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.

This position is a 12 month contract position and is renewable pending CSH's ability to secure continued grant and contract support. Candidates will ideally be based in a major market in Florida or Atlanta, although people looking to relocate to those states or living in other southeastern markets may be considered. Depending on experience and expertise, CSH may hire the position at the Program Manager level. The staff person may work at home, and may or may not have access to office space depending on the location.

Ideal candidates will be highly motivated, inspired, and creative individuals, who are also able to link policy to "on the ground" practice. Candidates must have extensive knowledge of and experience with the health care system, experience and familiarity with permanent housing and services models for vulnerable populations including chronically homeless, frequent users of health services and hospitals and/or frequent users of the criminal justice system. Candidates with experience in community health services and payment systems are strongly desired. CSH seeks a professional with strong skills in project management and the proven ability to work well independently and within a multi-disciplinary team environment and manage multiple projects and priorities.

Under the supervision of the ER Managing Director, the SPM will have the following responsibilities:

- Lead CSH's efforts to develop new supportive housing resources that expand and scale supportive housing's reach to vulnerable and high costs populations
- Develop strategies and work with communities to build capacity to implement new models and demonstration projects through the provision of technical assistance and capacity building services, facilitating provider learning exchanges, tracking and communicating, progress to a diversity of stakeholders; coordinating peer to peer site visits, and other activities as needed
- Work as a member of the HUD Technical Assistance team on CSH's current HUD TA awards. Work includes community technical assistance (remote and in-person); trainings and/or webinars; and written products

- Serve as project manager on designated contracts and/or grants, ensuring clearly defined team roles, on time and on-budget deliverables, and delivery of quality products. CSH expects project managers to foster a work environment based on quality teamwork, mutual accountability, and high quality performance
- Participate on and contribute to project teams as assigned. Tasks may include the coordination of and participation in technical assistance efforts; relationship development and stewardship with important stakeholders across the southeast; drafting reports, policy guidance, and other documents and resources; and training design, development, delivery, and evaluation – as well as supporting staff engaged in such activities
- Identify key emerging public policy issues and participate in the development of a policy agenda including drafting program materials, policy memos, concept papers, summaries of research and environmental scanning, and other communication materials as needed
- Provide hands-on technical assistance and/or training and TA to supportive housing providers, Continuums of Care, and other community stakeholders on systems change and supportive housing
- Contribute to fund and business development including assistance with funder prospecting and assistance with grant and contract writing
- The SPM will also work as part of a larger regional team, coordinating on projects and initiatives with staff from other regional national teams, distilling best practices for replication, and reflecting CSH's national priorities through their work
- Participate in all team activities including staff meetings, work planning, business development, and budget monitoring
- Other duties as assigned

Position Qualifications

Specific skills and experience include:

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.

- 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
- Knowledge of HUD homeless and/or CPD programs, HMIS, or NSP desired
- Previous experience in the field of supportive housing and/or homelessness and delivering technical assistance
- Previous project management experience with demonstrated organizational skills and ability to manage project budgets and deadlines
- Proven ability to work with colleagues and external audiences and partners in the areas of public policy, systems change, housing development/operations, and/or the delivery of supportive services
- Proven track record of dependability, focus and attention to detail and accuracy
- Demonstrated ability to prioritize work, problem solve and negotiate positive results, and ability to welcome change and respond quickly to changing priorities
- Ability to work well independently and within a multi-disciplinary team environment, manage multiple projects and priorities, and working cooperatively to meet internal and external requests
- Ability to take initiative to implement projects and pursue goals with minimal supervision
- Strong analytical, interpersonal, presentation, and written and verbal communications skills including proficiency in using Microsoft Office Suite including Word, Excel, Power Point and Outlook. Skills with other technology, such as online presentation platforms or statistical analysis, a plus
- Willing and able to travel at least 30% of the month, although travel schedule will vary based on assignments
- Bachelor's degree in a related field; advanced degree a plus. Equivalent experience may substitute for education

To Apply: Candidates should apply by clicking on the link below. All candidates should attach their **Resume and Cover Letter as one Microsoft Word or PDF Document**.

https://home2.eease.adp.com/recruit/?id=11574222

(Please note that some internet browsers may not allow you to upload files, if this is the case please copy and paste your resume and cover letter in the text box)

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.