



## **JOB ANNOUNCEMENT**

### **Program Manager/Senior Program Manager Indiana**

#### **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**

CSH is seeking energetic, results oriented candidates interested in working statewide in Indiana. Candidates should be highly motivated, inspired and creative individuals who have a multi-disciplinary background and are committed to working with local communities to create a coordinated response to ending homelessness. Knowledge of the range of best practices in preventing and ending homelessness and the ability to use that knowledge in creating a coordinated access system statewide covering 15 Continuum of Care Regions is strongly preferred. Professional experience working with CoC funded programs, HEARTH regulations, Homeless Management Information System (HMIS), and other funding or direct service programs focused on high quality outreach, engagement, housing and support services to households experiencing homelessness is desired. Familiarity with federal funding, grants management and report writing helpful. Experience with data and systems analysis a plus.

The Program/Senior Program Manager position will be a 12-month contract position with full benefits and is renewable pending CSH's ability to secure new contracts and/or grant support.

#### **Position Responsibilities**

- Lead and support the planning and implementation of the BOS Coordinated Access plan.
- Lead programmatic responses to the technical assistance and training requirements of IHCD contracts, and others as applicable.
- Develop, execute and deliver high quality training sessions.
- Convene and facilitate meetings focused on implementing strategies regarding Coordinated Access planning and implementation.
- Design, coordinate and conduct regional training sessions across the state on topics including (1) the common assessments for diversion, prevention, and housing, (2) crafting successful housing plans, (3) providing tenants with referrals that will be useful for housing maintenance and (4) collaboration with continuum and non-continuum partners.
- Coordinate and provide specialty training sessions which may include utilizing the Service Prioritization Decision Assistance Tool, measuring vulnerability when accepting clients into permanent supportive housing, and improving shelter diversion practices.
- Assist in identifying funding sources and in grant writing and fund development
- Communicate with Balance of State Continuum of Care groups, CSH Consulting and Training, the National Alliance to End Homelessness, and other sources that can provide insight and best practice strategies for implementing coordinated access; highlight best practices in Indiana communities and offering opportunities for regions to learn from each other in this process.
- Host webinars and in person training sessions for key partners such as the VA, IDOC, and others to coordinate state-wide partners.
- Partner with IN BOS CoC Board and IHCD to expand Client Track use by 10% in order to bring non-conventional partners into the process of using a common assessment and standard protocols when assisting households who are at risk of or facing homelessness.
- Coordinate conversations with staff members leading coordinated access in each region to provide guidance, promote peer-to-peer learning, and gain feedback that can lead to improved practices.
- Represent CSH in internal and public forums, including CSH committees, training sessions, public presentations, and meetings with external partners, policymakers, and stakeholders.

- Implement and oversee reporting systems, and other tracking tools, related to CSH's reporting requirements. Reporting requirements includes CSH's national database on projects; Indiana office project tracking; reports to funders; tracking of funding commitments by stakeholders.
- Assist the Director with reports to funders.
- Plan and coordinate meetings and training sessions by participating in planning groups; preparing agendas and notes; acting as liaison with CSH teams and external consultants on various issues; tracking assignments, due dates and completion.
- Proactively create and maintain relationships with staff, community partners and other key stakeholders.
- Extensive travel across Indiana and some regional and national travel required
- Perform any other organization related duties or special projects as directed by the Director or Managing Director.

### **Position Qualifications**

All CSH staff share a common competency framework. These competencies guide our approach and help us to create value. The successful candidate will be adaptable, entrepreneurial, collaborative, innovative, flexible, and a problem solver. Her/his work will be driven by strategic thinking and executed with creativity and efficiency. She/he will demonstrate patience and a commitment to treating others with respect.

#### **Adaptable:**

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

#### **Strategic:**

- Ability to assess situations and opportunities and translate them 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 and ensuring program compliance are required. Must be adept taking initiative and pursuing program goals with minimal supervision.

#### **Collaborative:**

- Ability to establish excellent relationships and work cooperatively with individual, groups and organizations that are 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:**

- Strong analytical, interpersonal, presentation and written and verbal communication skills.
- Sets a high focus for personal and team performance with a focus on results.

### **Specific skills and experience include:**

- Strong analytical, interpersonal, presentation, and written and verbal communications skills.
- Ability to communicate clearly and simply, coupled with a strong creative sensibility and ability to think critically and strategically.
- Proficiency in using Microsoft Office Suite including Word, Excel, Visual Basics, Power Point and Outlook.
- Sound business ethics, including the protection of proprietary information.
- Bachelor's degree in a related field; advanced degree a plus. Equivalent experience may substitute for education.

**To Apply:**

**The position is open until hired, but applications received by September 5<sup>th</sup> (2 week timeframe) are assured consideration.**

Candidates should apply by clicking on the link below. All candidates should attach their **Resume, Cover letter and Salary Expectations as one Microsoft Word or PDF document.**

<https://home2.eease.adp.com/recruit/?id=13572262>

(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.*