



## **JOB ANNOUNCEMENT**

### **Program Manager Ohio**

#### **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, including Ohio.

#### **This Position:**

CSH is seeking an energetic, results-oriented Program Manager (PM) to work in Ohio. 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, with the ability to track and report on details. Candidates should have experience and familiarity with permanent supportive housing, service support and or housing development. Direct experience with supportive housing, housing first, and quality assurance, is strongly preferred. Responsibilities include: advancing the work of the Ohio office in addition to providing project management, technical assistance, monitoring provider performance and referral and placement processes with CSH's Returning Home Ohio program. The Returning Home Ohio program is collaboration among the Ohio Department of Rehabilitation and Corrections, Ohio Housing Finance Agency, CSH, and nonprofit supportive housing providers in multiple cities across Ohio. Returning Home Ohio seeks to provide stable, affordable housing with services for persons released from state prison who have a severe disability. These individuals, due to their disability and histories of incarceration are not likely to access needed and appropriate behavioral and physical health treatment when released and are more likely to recidivate if not provided with supportive housing upon reentry to their communities. This position will also participate in CSH's training and technical assistance, facilitate meetings, and track and report on impacts and outcomes. The Ohio office works as a team and this position may work on other projects as needed, will support the activities of the Senior Program Managers and the Director and may be asked to work on projects throughout the central region.

#### **Position Responsibilities:**

- Assist with managing subcontracts with nonprofit housing and service providers contracted to deliver high quality supportive housing to persons with disabilities leaving state prisons.
- Provide quality improvement assistance to Returning Home Ohio (RHO) providers to ensure they are meeting both CSH and Ohio Department of Rehabilitation and Corrections (ODRC) requirements and delivering the scope of service specified in their grants.
- Interact professionally with any research and evaluation staff at CSH, ODRC, or other involved entities to assist with any additional research process.
- Assist in monitoring the referrals and referral process to ensure that referrals are occurring in a timely and effective manner.
- Assist directly with outreach activities to Ohio state prisons and monitor RHO providers' outreach plans.
- Gather monthly and quarterly reports from RHO providers, aggregating and analyzing the data to report to Senior Program Manager. Use spreadsheets or other software to aggregate data.
- Assist with RHO expansion to additional cities in Ohio and within the current locations in the state.
- Track tenant status evaluation timelines to ensure timely and accurate completion.
- Assist in monitoring and oversight of the Home for Good rental subsidy programs.
- Work with Senior Program Manager to research best practices and/or lessons learned as appropriate on initiatives.
- Represent CSH effectively at external events, ensuring CSH's interests and reputation are maintained.
- Develop, execute and delivery high quality training sessions.
- Provide technical assistance as needed to RHO program and to the Ohio's pipeline of supportive housing.
- Assist with policy work as needed.



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- Travel throughout the state of Ohio as needed. Travel may be 30% of time.
- Assist in coordinating regular meetings and trainings sponsored by CSH.
- Participate in regional planning and operations discussions and activities.
- Perform any other organization related duties or special projects as directed by Supervisor, Director or Managing Director.
- Participate in regional meetings and work as member of team on projects managed by other hubs and teams as assigned.

### **Qualifications:**

- Bachelor's degree in a related field with experience or familiarity in supportive housing and criminal justice
- Minimum of three years of progressively responsible experience in public or nonprofit settings; direct experience in supportive housing, working with persons with behavioral health disorders and forensic experience a plus.
- Strong organizational, research, and analytic skills
- Excellent written and verbal communication skills
- Ability to establish excellent relationships and work cooperatively with individuals, groups and organizations across Ohio
- Demonstrated ability managing multiple assignments and projects
- Skilled in facilitation, team building, forging collaborative partnerships, and developing and maintaining strong relationships within the community and in convening and engaging people from diverse groups and sectors.
- Ability to realistically assess capacity and provide technical assistance on a group or individual basis.
- Ability to take initiative to implement programs and projects meeting timelines with moderate supervision
- Demonstrated excellent computer skills including MS Excel, Access or other statistical software, Outlook and Word

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. Their work will be driven by strategic thinking and 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.

#### *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.
- Ability to persuade others and make vision sharable.

#### *Pragmatic:*

- Effectively manage many projects simultaneously; including large multi-site, multi-year programs 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.
- Proven ability to build collaborative relationships, work with colleagues and external audiences and partners in the areas of employment, public policy, systems change, housing development/operations, and/or the delivery of supportive services.



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### **To Apply:**

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=14208472>

(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, disability, marital status, sex, or sexual orientation. CSH is also committed to a policy of affirmative action in the hiring of staff and encourage employment applications from people who are representative of the culturally and ethnically diverse communities CSH serves.*