



JOB ANNOUNCEMENT

Program Manager for Quality Improvement New England

The Organization:

The Corporation for Supportive Housing (CSH) is a national nonprofit organization that helps communities create permanent housing with services to prevent and end homelessness. CSH advances its mission by providing high-quality advice and development expertise, by making loans and grants to supportive housing sponsors, by strengthening the supportive housing industry, and by reforming public policy to make it easier to create and operate supportive housing. CSH delivers its core services primarily through staff stationed in 15 states and the District of Columbia. CSH also reaches many other communities that request assistance from its National Program staff.

This Position:

The Program Manager (PM) will work closely with the New England team to provide project-level assistance to partners currently operating creating new permanent supportive housing in order to ensure quality supportive housing. The position will be responsible for systems-level policy work which may include working with the State of Connecticut, housing authorities and other government partners. The positions will also include working together with the New England team to provide project-level assistance to partners creating new permanent supportive housing. In addition, PM may be asked to work on projects through-out the Eastern Region. Ideal candidates will be highly motivated, inspired, and creative individuals, who are able to establish connections between policy and practice. CSH seeks a professional with strong skills in project management and the proven ability to work well independently and manage multiple projects and priorities within a multi-disciplinary team environment.

Responsibilities:

Under the direction of the New England Director, the Program Manager will have the following responsibilities:

- Serve as project manager on one or more of team's projects, including coordination of internal and external project teams, monitoring of project quality, and internal and external reporting. CSH expects project managers to foster a work environment based on quality teamwork, mutual accountability, and high quality performance.
- Lead the CT Supportive Housing Quality Assurance Program including developing and implementing a replicable peer review quality assurance process in CT.
- Providing one on one technical assistance and support to supportive housing providers and others working in supportive housing as well as coordinating and facilitating peer learning exchanges with supportive housing providers from across CT.
- Identify training needs, provide direct trainings and/or secure outside trainers and coordinate the bi-annual Supportive Housing Training Institute. Training topics may include, but are not limited to housing first models, harm reduction skills, housing development, property management, supportive service provision and tenant leadership. Evaluate and modify trainings as needed.
- Design, develop, deliver, and evaluate "best-practices" as they apply and can be implemented into supportive housing in New England. Also identify and disseminate supportive housing models and related materials that reflect best practices and innovative approaches to meet the needs of various stakeholders and develop strategies and work with communities to integrate these models into practice. This may include providing technical assistance to supportive housing providers as to the implementation of these practices.
- Establish and maintain high quality relationships and partnerships with key stakeholders, particularly with staff from state agencies, the Continuum of Care, community-based supportive housing providers and non-profit and for-profit housing developers who are the recipients of CSH technical assistance.
- Participate on and contribute to project teams as assigned. Tasks may include the coordination of and participation in technical assistance visits; 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.
- Assist the Director and team in planning and developing strategies for refining, targeting, or expanding supportive housing in New England.
- 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.
- Regular local and occasional national travel required.

Qualifications:

- Bachelor's degree; advanced degree in related field preferred. Equivalent experience may substitute for education
- Minimum of 3 years of experience in low income/supportive housing development and/or housing operations, housing-based supportive services, community development activities
- Familiarity with permanent supportive housing and service models for vulnerable populations including, but not limited to chronically homeless, veterans, reentry populations, transition age youth, child-welfare involved families, frequent users of public services, behavioral health, harm reduction, housing first is preferred
- Ability to build collaborative relationships, 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
- Demonstrated experience at managing multiple assignments effectively
- Ability to take initiative and pursue goals with moderate supervision
- Strong analytical, interpersonal, presentation and written and verbal communication skills
- Excellent computer skills including extensive knowledge of MS Word and MS Excel, Microsoft Outlook

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=14323332>

(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.