



JOB ANNOUNCEMENT

Program Manager New York/New Jersey, Eastern Region

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 for this 12 month contract position of Program Manager (PM). The PM will work closely with the New York/New Jersey team to provide project-level assistance to partners currently operating or creating new permanent supportive housing in order to ensure quality supportive housing, focusing on veterans and reentry housing.

The PM will be responsible for program implementation, contract management, quality assurance and contract monitoring, external relationship management, and providing ongoing training and technical assistance to the direct service providers and our partners. The qualified candidate will actively participate in related veterans and reentry activities of CSH. 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.

Candidates should have experience and familiarity with permanent housing and services models for vulnerable populations. Direct experience with supportive housing, housing first, quality assurance, and oversight of clinical staff are all preferred. Professional experience working with Veterans, criminal justice and people experiencing homelessness is preferred. *Applicants with personal history including military service or re-entry experience are encouraged to apply.*

The position will report to the Director of the New York/New Jersey office and 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.
- Provide one-on-one technical assistance and support to supportive housing providers and others working in veterans and reentry supportive housing as well as coordinating and facilitating peer learning exchanges with supportive housing providers from across NY and NJ.
- Establish and maintain high quality relationships and partnerships with key stakeholders, particularly with staff from city and 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.
- Participate in regional planning and operations discussions and activities.
- Represent CSH effectively at external events, ensuring CSH's interests and reputation are maintained.
- Frequent travel in New York, New Jersey and regionally, as well as occasional national, as required.
- Implement projects with moderate guidance.
- Perform any other related duties or special projects locally or in collaboration with regional and national teams as assigned by the supervisor.

Position Qualifications

All CSH staff share a common competency framework. These guide our approach and in turn, help us create value. The successful candidate will be adaptable, entrepreneurial, creative, flexible, and a problem solver. Her/his work will be driven by strategic thinking and executed with creativity and efficiency. S/he will have a sense of humor, patience, and a commitment to treating others with respect.

- 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.
- 3+ years of experience in low income/supportive housing development, and/or housing operations, housing-based supportive services, and veterans and/or re-entry services; experience in the supportive housing field is preferred.
- Ability to adapt approach, strategy, and tactics rapidly in response to changing information or client/program need.
- Bachelor's degree; advanced degree in related field preferred. Equivalent experience may substitute for education.
- Experience monitoring contracts and ensuring program compliance are required.
- Familiarity with permanent housing and services models for vulnerable populations such as: chronically homeless; Veterans; re-entry populations, families, harm reduction, housing first, high-need behavioral health; and frequent users of public services.
- Proven 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.
- Previous project management experience with demonstrated organizational skills and ability to manage multiple project budgets and deadlines.
- Ability to take initiative to implement projects and pursue goals with moderate supervision.
- Strong analytical, interpersonal, presentation and written and verbal communication skills.
- Ability to communicate clearly and simply, coupled with a strong creative sensibility and ability to think strategically.
- Excellent written, presentation, facilitation, and interpersonal communication skills.
- Excellent computer skills including extensive knowledge of Microsoft Office; skills in data analysis and management, graphic design and Prezi, a plus.

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=15245182>

(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.