



## **JOB ANNOUNCEMENT**

### **Senior Program Manager Orlando**

#### **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 in Orlando/Central Florida. 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. 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 full-time position. Candidates will either be based within commuting distance to Orlando, Florida, or be willing to relocate. 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 should have extensive knowledge of and experience in one or more of the following areas: managing a large scale community initiative, experience with the health care system, experience and familiarity with permanent housing and services models for vulnerable populations including chronically homeless, or work with frequent users of health services and hospitals and/or frequent users of the criminal justice system. 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.

The SPM will have the following responsibilities:

- Provide intensive staffing as the local lead for CSH support of a 3-year City of Orlando initiative to address homelessness within the downtown CRA area
- Act as lead technical assistance manager who will provide consulting on issues related to public housing authorities, Medicaid, Child Welfare, FUSE, and systems change
- Support system-change efforts including: financial modeling for supportive housing development and resource planning, facilitating coordinated funding applications to streamline supportive housing resources; analyzing and recommending potential service funding sources including CRA funding; ensuring coordinated assessment functions on a community-wide basis and targeting high-cost, high-need populations
- Develop policies and pilots to create supportive housing by working closely with CSH national and regional staff, the public housing authority, hospitals, and jails to create dedicated units and FUSE pilot projects
- CSH will also work with other public agencies including Housing Finance Corporations, City, County and State Departments, Housing Authorities, Child Welfare agencies to create policies that support the creation and sustainability of supportive housing

- Provide technical assistance to providers on creating or operating supportive housing which may include developing a project concept for new site-based or scattered-site supportive housing; assisting an existing project with any operational issues; building the capacity of individual providers to do supportive housing; reviewing budgets, funding sources, and service/property management plans
- Deliver training in conjunction with other CSH staff or field experts to providers on housing first, supportive housing, rapid rehousing, and other system-wide interventions and foundational principles needed to move the needle on homelessness in Orlando
- Coordinate with local planning bodies and stakeholders to implement the annual work plan including the Regional Commission on Homelessness; the Continuum of Care lead agency; downtown CRA stakeholders and key organizations
- 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
- The SPM will also work as part of a larger regional and national team, coordinating on projects and initiatives with other CSH staff, distilling best practices for replication, and reflecting CSH's national priorities through their work
- Contribute to fund and business development including assistance with funder prospecting and assistance with grant and contract writing
- 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. 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.

- 5+ 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.
- 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 project management experience with demonstrated leadership and organizational skills and the ability to manage project team, project budgets and deadlines.
- 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
- Limited regional or national travel, as required.
- 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, Cover letter and Salary Expectations as one Microsoft Word or PDF document.**

<https://home2.eease.adp.com/recruit/?id=15245192>

(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.*