



## **JOB ANNOUNCEMENT**

### **Senior Program Manager Government Affairs & Innovations/Consulting & Training**

#### **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.

#### **Job Description**

CSH is seeking energetic, qualified candidates to fill the position of Senior Program Manager. This position will be a role split between:

- CSH's **Government Affairs & Innovations (GAI) team**, operates at the intersection of policy, practice, and data – exploring, designing, and testing new innovations and adaptations to advance solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximize public resources and build healthy communities. The Government Affairs and Innovations team pursues an array of federal policy priorities to bolster and support CSH's efforts, and also commissions, designs and oversees a wide array of research and evaluation projects to document our impacts and build the evidence base for supportive housing.
- CSH's **Consulting & Training (C&T) team**, 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: financial modeling and systems analysis; 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.

#### **Job Description**

This position is a full-time position. Candidates may work in any of CSH's program offices or from home if located near a major US airport. In this split role the primary focus of the GAI work will be on delivering technical assistance to communities working to implement Pay for Success initiatives focused on supportive housing and vulnerable populations. This work falls under CSH's federal grant award from the Corporation for National and Community Service's Social Innovation Fund. To learn more about Pay for Success, visit [www.csh.org/pfs](http://www.csh.org/pfs). The work on the C&T team is contract based, therefore will vary based on current projects and potential business development. Projects may include financial modeling and systems analysis in partnership with communities, and strategic planning and systems change technical assistance.

Ideal candidates will be highly motivated, inspired, and creative individuals, who are also able to link policy and innovations to "on the ground" practice. Candidates should have extensive knowledge of and experience in one or more of the following areas: experience with innovative financing tools like Pay for Success, providing technical assistance/consulting services to diverse stakeholders including government, and experience and familiarity with permanent housing and services models for vulnerable populations including chronically homeless. Candidates should also be comfortable with data analysis, financial modeling, program analysis and be able to use tools such as Microsoft Excel to create such models as relevant. 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 an integral part of the feasibility technical assistance delivery team as part of CSH's Social Innovation Pay for Success grant. This will include working in close collaboration with CSH staff and its partners with approximately six communities at any given time to:
  - Complete feasibility study and report clearly demonstrating whether the target population, proposed by the community, and model are appropriate for PFS.
  - Complete a preliminary financial model that demonstrates the expected expenses and savings.
  - Develop preliminary success metrics/payment triggers in partnership with each community.

- Develop a strategy for targeting potential investors and preliminary identification of investors.
- Establish criteria for selecting service providers and identify potential providers.
- Complete a legislative/regulatory analysis and develop strategy to execute any needed changes.
- Draft Memoranda of Understanding and term sheets among key stakeholders.
- Complete strategy for procurement and develop RFP(s) and strategy for assessing respondents.
- Conduct business development to generate and sustain consulting contracts. The SPM will be asked to provide consulting on issues such as creating and operating supportive housing, ending chronic homelessness, Pay for Success, working with mainstream systems, and systems change.
- Work with communities to support system-change efforts including: financial modeling for supportive housing development and resource planning, facilitating coordinated funding applications to streamline supportive housing resources; ensuring coordinated assessment functions on a community-wide basis and targeting high-cost, high-need populations.
- Deliver training in conjunction with other CSH staff or field experts on topics such as Pay for Success, housing first, supportive housing, and system change.
- Work as part of a 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.

### **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, an ability to work with diverse stakeholders and a commitment to treating others with respect.

Specific skills and experience include:

- 5+ years of experience working in the field of supportive housing, public policy, social programs, or healthcare.
- Previous experience delivering consulting or technical assistance to diverse stakeholders, particularly in the field of homelessness, supportive housing, public policy, social programs, or healthcare. Previous experience working in or as a consultant to government a plus.
- Previous experience working with Pay for Success, performance-based contracts or other innovative financing models.
- Previous project management experience with demonstrated leadership and organizational skills and the ability to manage project team, project budgets and deadlines and realize CSH's vision and further enhance the organization's reputation in communities that it serves.
- 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 communicate clearly and simply, coupled with a strong creative sensibility and ability to think strategically.
- Ability to take initiative and pursue goals with minimal supervision. Comfort with working on a team that is "virtual" and does most of its work via telephone and email.
- 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.
- Sound business ethics, including the protection of proprietary information.
- Willing and able to travel at least 30-40% of the month, although travel schedule will vary based on assignments.

**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.**

**[Apply Here](#)**

(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*

