



## JOB ANNOUNCEMENT

### **Associate Program Manager, New England Hartford, CT**

#### **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:**

The Associate Program Manager (APM) is the entry level program manager position at CSH and will work closely with the New England team to provide project-level assistance to partners currently operating and/or creating new permanent supportive housing in order to ensure quality supportive housing. The APM will work closely with the New England team in the Hartford, Connecticut office to support program implementation related to all activities of the New England hub. Additionally, the APM will work on knowledge gathering and dissemination on best practices, outcomes and impacts related to the implementation of supportive housing. CSH seeks a professional with basic skills in project management and the proven ability to work well under direction and to manage multiple projects and priorities within a multi-disciplinary team environment. The APM may be asked to work on projects throughout New England. The ideal candidate will be able to establish connections between policy and practice.

#### **Responsibilities:**

- Participate on and contribute to project teams as assigned. Tasks may include providing support in the coordination of and participation in technical assistance visits; drafting reports, policy guidance, and other documents and resources; and assisting with training design, development, delivery, and evaluation – as well as supporting staff engaged in such activities.
- Support Director/Associate Director and New England staff with working on proposals including coordinating materials, researching information, editing, and final assembly of materials and information.
- Prepare contracts, invoices, disbursements, expense reports, and assist Director/Associate Director in tracking expenditures.
- Coordinate communications tasks including web blog posting, updating web pages, press releases, newsletter updates, marketing materials, and other communications-related tasks.
- Support research and evaluation activities including gathering, synthesize and disseminate knowledge on the local, region and national supportive housing experience, impact and emerging evidence related to innovations in supportive housing to a variety of audiences; drafting case studies, conducting interviews and focus groups with stakeholders including tenants of supportive housing – as well as supporting staff engaged in such activities.
- Participate on and contribute to project teams as assigned. Tasks may include the coordination of and participation in technical assistance visits; drafting reports, PowerPoints, webinars, policy guidance, and other documents and resources; and training design, development and delivery – as well as supporting staff engaged in such activities.
- Assist the Director/Associate Director and team in planning and developing strategies for refining, targeting, or expanding supportive housing in New England.
- Provide logistical and administrative support, as assigned.

## **Qualifications:**

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. CSH seeks candidates 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. The successful candidate will be adaptable, entrepreneurial, creative, flexible, and a problem solver. S/he will have a sense of humor, patience, and a commitment to treating others with respect. Specific skills and experience include:

- Bachelor's degree strongly preferred; equivalent experience may substitute for education
- 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
- Proven track record of dependability, focus and attention to detail and accuracy
- Demonstrated ability to work independently with minimal supervision, prioritize work, problem solve and negotiate positive results, and ability to welcome change and respond quickly to changing priorities
- Strong math, interpersonal, written, and verbal communications skills as well as proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
- Proactive approach and the ability to support multiple projects and priorities at one time
- Ability to communicate clearly and simply, coupled with a strong ability to be a creative and strategic thinker
- 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
- Valid driver's license and reliable transportation required
- Familiarity with Housing First, harm reduction, community development, supportive housing, affordable housing development, and/or 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) a plus
- Advanced excel, data base management, presentation, mobile app development or other software platforms 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=18744602>**

(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)

*Corporation for Supportive Housing 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.*