



## **JOB ANNOUNCEMENT**

### **Senior Program Manager (SPM) Michigan**

#### **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:**

CSH is seeking an energetic, results-oriented Senior Program Manager to work in Detroit as part of our Michigan team. The ideal candidate is an accomplished professional with strong skills in project management, managing multiple projects, project budgets, deadlines and priorities with the proven ability to work well both independently and within a multi-disciplinary team environment. Applicants should be highly motivated, inspired and creative individuals. Candidates should have experience and familiarity with permanent housing and services models for vulnerable populations. Direct experience with supportive housing and/or the homelessness response system is strongly preferred. Professional experience working in areas of affordable housing development, public housing, or related development is desired. Direct experience with housing first, quality assurance, and intergovernmental affairs are all preferred. Experience with health care delivery and finance and/or employment a plus.

The SPM 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. Responsibilities will include technical assistance to supportive housing partners, supported employment technical assistance, convening and facilitating meetings, developing and delivering training, policy analysis, developing recommendations and reports, advocacy, program development, research, monthly tracking and reporting, and external communications. In addition, SPM may be asked to work on projects through-out the Central Region. Ideal candidates will be highly motivated, inspired, and creative individuals, who are able to establish connections between policy and practice.

#### **Responsibilities:**

- Serve as Project Manager for CSH's Detroit work, including coordination of internal and external team, monitoring of project quality, and internal and external reporting.
- Work closely with HAND to assist them in continuing to build their internal capacity to manage the Detroit Continuum of Care.
- Manage Detroit Chronic Homelessness Initiative; work closely with the Detroit Team to End Chronic Homelessness (DTECH) to ensure the successful implementation of coordinated assessment to ensure the most vulnerable are prioritized for supportive housing
- Design, execute and deliver high quality training to build the capacity of the supportive housing industry; including content development.
- Leads the development, implementation and replication of supportive housing programs.
- Represent CSH at internal and public forums, including CSH committees, training sessions, public presentations and meetings with external partners, policymakers and stakeholders.
- Leads system change and builds coalitions.
- Provide technical assistance to support the development of supportive housing. The range of technical assistance includes initial project feasibility assessments, assistance with siting projects, planning, site visits to view existing supportive housing, brokering partnerships, developing referral processes, financial analysis, identifying and securing project financing, building neighborhood support, the Dimensions of Quality, supportive service planning, property management and other areas as needed.
- Foster collaboration between CSH, HAND and national and local partners to build support and capacity for supportive housing.
- Work closely with leaders in government (City of Detroit and Wayne County) and engage the business community around ending homelessness in Detroit.
- Convene and facilitate meetings focused on identifying and implementing strategies to increase supportive housing.
- Assist with policy work to improve system integration in areas such as Medicaid, Child Welfare, Olmstead compliance, etc.
- Work cooperatively with CSH team members with financial products and service planning for projects as needed.
- Represent CSH in internal and public forums, including CSH committees, training sessions, public presentations, and meetings with external partners, policymakers, and stakeholders.
- Implement reporting systems, and other tracking tools, related to CSH's reporting requirements. Reporting requirements includes CSH's national database on projects;; reports to funders; tracking of capital funding commitments by stakeholders, etc.
- Assist the Associate Director and Managing Director with reports to funders as needed.

- Proactively create and maintain relationships with staff, community partners and other key stakeholders.
- Implement and oversee reporting systems, and other tracking tools, related to CSH's reporting requirements.
- Work will be primarily based in Detroit but will include travel to other areas of Michigan and Central Region.
- Perform any other organization related duties or special projects as directed by the Associate Director or Managing Director
- Implement projects with minimal guidance.
- Participate in regional meetings and work as member of team on projects managed by other hubs and teams as assigned.

### **Specific skills and experience include:**

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 driven by strategic thinking, executed with creativity and flexibility 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 ideal candidate must be:

- Entrepreneurial:
  - Seeks and advances new opportunities and partnerships; tries new approaches to existing work.
- Strategic:
  - Ability to assess situations and opportunities and translate them into plans of action. Understands how to work through formal channels, informal networks and with partners in varied public sectors and philanthropic settings.
  - Ability to communicate vision and persuade others.
- Pragmatic:
  - Effectively manage many projects simultaneously; including large multi-site, multi-year programs and ensuring program compliance are required. Must be adept taking initiative and pursuing program goals with minimal supervision.
- Collaborative:
  - Ability to establish excellent relationships and work cooperatively with individual, groups and organizations that are diverse in mission, composition, function, capacity and geographic location.
  - Ability to find common ground and effectively facilitate discussion among stakeholder groups with divergent views.
  - Skilled in developing and delivering cogent and compelling presentations to varied audiences.
- Accountable:
  - Strong analytical, interpersonal, presentation and written and verbal communication skills.
  - Sets a high focus for personal and team performance with a focus on results.

### **Position Qualifications**

- 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.
- Minimum of 5 years of progressively responsible experience in affordable housing, supportive services, healthcare, employment, or community development activities; experience in the supportive housing field is strongly 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.
- Ability to take initiative to implement projects and pursue goals with moderate supervision.
- Strong analytical skills.
- Excellent written, verbal, presentation, facilitation, and interpersonal communication skills.
- Excellent computer skills (extensive knowledge of Microsoft Office); skills in data analysis, graphic design and Prezi, a plus.
- Skilled in facilitation, team building, forging collaborative partnerships, and developing and maintaining strong relationships within the community and in convening and engaging people from diverse groups and sectors.
- Ability to realistically assess capacity and provide technical assistance on a group or individual basis.
- Must have the ability to work independently with minimal supervision, exercise solid judgment on a range of issues, and be able to represent CSH in public forums with a high level of professionalism.
- Demonstrated ability to work effectively with professional staff, government agencies and community-based organizations.

**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=19018952>**

(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.*