



JOB ANNOUNCEMENT

Senior Program Manager, Healthcare Los Angeles, California Program

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.

CSH's Los Angeles Program office opened in 2004 with one full-time employee and has since grown to a staff of ten. Since 2004, CSH LA has provided over \$60M in predevelopment and acquisition loans and \$2.4M in grants that stimulated the development of nearly 4,000 new units of permanent supportive housing throughout LA County.

The Los Angeles Program continues to be a catalyst for supportive housing creation throughout California, with a special focus on vulnerable populations including homeless youth, older adults, formerly incarcerated individuals, and frequent users of the health system. CSH is committed to increasing the capacity of all supportive housing partners including property managers, service providers, and residents to create and sustain strong communities.

The Position

CSH is spearheading several efforts related to the intersection between frequent users of the healthcare system and chronic homelessness. CSH's 10th Decile Project, a Frequent Users of the System Engagement (FUSE) model program, is the cornerstone of this work. The 10th Decile Project is in its 4th year of implementation and current work is focused on sustainability. CSH is also working closely with state policy-makers to craft implementation of California's Health Home option and CMS 1115 Waiver application. Within Los Angeles County and throughout California, CSH is supporting a diverse group of stakeholders with preparing for these MediCal changes and seeking new ways to increase coordination between the health and housing systems.

CSH is seeking a creative, goal-oriented individual to support this initiative in collaboration with current CSH and the Los Angeles Director. The ideal candidate is an accomplished professional with strong skills in project management, managing multiple projects and priorities with the proven ability to work well both independently and within a multi-disciplinary team environment. Candidates should have healthcare system-related experience and experience providing project and program specific assistance and training and capacity building to community based partners in both the public and private sectors.

Responsibilities:

- Cultivate and maintain relationships with key local and state stakeholders, including Managed Care Organizations (MCOs), supportive housing providers, state and county government leaders, Federally Qualified Health Centers (FQHCs), hospital representatives, evaluators, and funders
- Assess health and related systems, identifying barriers and opportunities to foster systems change resulting in increased coordination between health and housing, especially for chronically homeless adults
- Support local and statewide policy efforts to leverage MediCal as sustainable funding for activities related to ending homelessness (i.e. outreach and engagement, housing navigation, support services, etc.)
- Assist in CSH's evaluation efforts related to the 10th Decile Project, including responsibly collecting and managing sensitive data
- Provide strategic guidance to a range of stakeholders, including supportive housing providers, hospitals, and MCOs, on integration of housing and health, particularly as the State of California implements the Health Home option

- Identify contract and other funding opportunities to support CSH's healthcare work; collaborate with the Director and Fund Development on the drafting of proposals and scopes of work
- In collaboration with the Director and LA staff, provide the needed technical assistance and high quality training to increase the capacity of the Los Angeles supportive housing industry
- Lead the development, implementation and replication of supportive housing programs.
- Represent CSH in internal and public forums, including CSH committees, training sessions, public presentations, and meetings with external partners, policymakers, and stakeholders.
- Implement and oversee reporting systems, and prepare timely reports related to CSH's internal reporting requirements and funder requirements.
- In collaboration with the Director and Associate Director, pursue additional philanthropic and corporate funding to support health homes start-up and determine how to re-grant funds and/or leverage additional funds to implement the 10th Decile Project and the Conrad N. Hilton Initiative
- Collaborate with local staff and the CSH policy staff to identify public policy issues emerging from the broader supportive housing field; this work may or may not be directly related to healthcare
- Administer and monitor consultant agreements
- Perform any other duties or special projects as assigned by the supervisor
- Regular local and occasional state/national travel required

Position Competencies:

All CSH staff share a common competency framework. This guides our approach and in turn, helps us create value. Successful candidates will be adaptive and entrepreneurial problem solvers. Their work will be driven by strategic thinking and 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. We are seeking a candidate who has passion for the CSH mission and possess the leadership and management skills necessary to advance and realize CSH's vision and further our reputation in the communities we serve.

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 persuade others and make vision sharable.

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.
- 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.

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.

Qualifications & Requirements:

Successful candidates will be adaptive, entrepreneurial, problem solvers. Their work will be driven by strategic thinking and executed with creativity and flexibility.

- 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.
- Bachelor's degree; advanced degree preferred. Equivalent experience may substitute for education.
- Minimum of 5 years of experience in healthcare, low income/supportive housing, housing-based supportive services; ideal candidates will have experience in both the supportive housing, healthcare, and substance use disorders fields.
- Knowledgeable of some of the issues related to supportive housing including homelessness, low-income housing and community development, state and local policies, social service delivery, community development, mental illness, substance use disorders, AIDS, harm reduction, etc.
- Demonstrated skills at building collaborative partnerships.
- Ability to take initiative and pursue goals with minimal supervision.
- Excellent computer skills including extensive knowledge of MS Word and MS Excel, Microsoft Outlook, and ability to manage online learning communities.
- Ability to travel as needed throughout California 0-2x monthly and nationally 0-3x annually.

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=19087122>

(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.