



## **JOB ANNOUNCEMENT**

### **Program Manager: Denver Social Impact Bond Initiative**

Government Affairs and Innovations

Location: Denver, Colorado

#### **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.

#### **Team- Government Affairs & Innovations:**

This position will be in CSH's Government Affairs & Innovations (GAI) team, which 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.

#### **The Position:**

CSH is seeking an energetic, qualified candidate to fill the position of Program Manager for The Denver Social Impact Bond (SIB) Initiative. In 2016, CSH and its partners, Enterprise Community Partners, the City & County of Denver will launch the SIB initiative; a 'Pay For Success' project to address the needs of individuals experiencing homelessness and frequent users of the criminal justice/jail system (referred to as "Super Utilizers"), to learn more about Pay for Success, visit [www.csh.org/pfs](http://www.csh.org/pfs). The Denver SIB Initiative is designed to:

1. Provide housing and supportive services for the costliest and neediest members of the "Super Utilizer" population in the City.
2. Measure and evaluate the extent to which providing permanent supportive housing to the target population generates improved outcomes for the target population, as well as efficiencies and economic benefits for the City.
3. Determine whether Pay For Success is a replicable model for funding future homeless service provision in the City of Denver

The ideal candidate will be a highly motivated, inspired, and creative individual. This position will be responsible for advancing CSH's strategic goals and priorities by providing project and program specific technical assistance (TA), training and capacity building to community-based partners in both the public and private sectors. Candidates should also be comfortable with data analysis, financial modeling, and 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.

#### **Responsibilities:**

Acting as the Project Manager, the Program Manager provides three categories of work: Transactional, Technical, and Transformational.

- **Transactional Support.** The Program Manager plays a critical role to keep the many parties of the project on track over the five year period of the transaction. The Program Manager monitors project implementation, convenes oversight meetings, and manages investor relations.
- **Technical Support.** The Program Manager provides ongoing project advisory services to ensure the program delivery benefits from best practices. These efforts benefit all parties, but in particular for the investors. Through advisory role to providers, the Program Manager reduces the investor's risk attributed to provider performance.
- **Transformational Support.** To ensure that the PFS project is successfully transformed into broader systems change, the Program Manager is focused on continuous incorporation of best practices, plans for scaling, and dissemination of lessons learned to the field.

## **The Program Manager scope of work for the Denver SIB Initiative includes the following tasks:**

- Monitor the day-to-day operations of the Program;
- Support provider performance to ensure housing and services adhere to evidence-based practice
  - Provide ongoing TA around the CSH Dimensions of Quality Supportive Housing, including the Housing First philosophy
  - Provide expert advice that raises the quality of supportive housing in Denver
- Support provider ability to maximize Medicaid billing
  - Provide ongoing TA and coordinate with other internal and external experts as needed
  - Coordinate with relevant stakeholders to inform policy decisions
- Support providers to ensure housing placements
  - Work collaboratively with City and State housing agencies, the Continuum of Care, Denver's Road Home and other stakeholders to identify and resolve any obstacles to accessing and utilizing housing vouchers
  - Identify and resolve any obstacles to on-time lease up of new construction buildings
- Review Provider reports; ensure such reports are timely and complete
- Identify Program implementation challenges and work with Pay for Success Contract parties and other Program stakeholders to facilitate Program adjustments in the interest of improving service delivery and efficiency of the Program;
- Work with Fiscal Agent to ensure payments to providers are timely and the process is smooth

## **Staff the Operating and Governance Committees Committee**

- Serve as a member of both the Operating Committee and Governance Committee
- Staff the Operating and Governance Committees, which includes:
  - Scheduling meetings
  - Raising agenda items and facilitating group discussions;
  - Preparing and circulating all meeting materials including: agenda, minutes, evaluator's reports, provider updates, financial reports, etc.
  - Coordinate and manage membership
- Liaison between Committee members and Funders regarding the Funders' attendance at Operational Meetings
- Present all financial reports
- Liaison to any additional consultant services provided to the project
- Liaison between Committee and Funders regarding the Funders' attendance
- Present all financial reports
- Liaison to any additional consultant services provided to the project
- Specific to the Governance Committee: Facilitate voting/approval process for any changes considered by Governance Committee

## **Process Evaluation and Success Payments**

- Review Provider reports required to make success payments; ensure, with City, that such reports are timely and complete.
- Work with Independent Evaluator and Fiscal Agent to ensure success payment process is timely and accurate
- Coordinate advice and input from the Evaluator's process evaluation for continuous quality improvement

## **Investor Relationships**

- Provide any required notices to Funders under the Pay for Success Contract and under the Funding Documents, including regarding any matter under the Pay for Success Contract for which Lender Consent is required and securing such consent
- Work with Fiscal Agent and Funders to ensure funder loan disbursement process runs smoothly and according to schedule

## **Communication with all parties**

- Advising of any events of default by Service Provider
- Act as central point of contact for all media inquiries, requests for information
- Assist all parties with communications per the communications protocol

### **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.

### **Qualifications:**

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

Bachelor's degree; advanced degree preferred. Equivalent experience may substitute for education.

- Minimum of 3 years of experience in creating programs and/or policies serving vulnerable populations, such as homeless individuals and/or individuals exiting the criminal justice system. Experience in the supportive housing field is a plus.
- Strong project management skills
- Knowledgeable in issues related to supportive housing.
- Familiarity with criminal justice systems, re-entry and homeless services system is a plus.
- Familiarity of Social Impact Bond/Pay for Success model a plus.
- Familiarity with performance evaluation.
- Demonstrated skills at building and managing collaborative partnerships
- Demonstrated experience at managing multiple assignments effectively
- Ability to take initiative and pursue goals with minimal supervision
- Strong analytical, interpersonal, presentation and written and verbal communication skills
- Excellent computer skills including extensive knowledge of MS Word, MS Excel, and Microsoft Outlook

**To Apply:** Candidates should apply by clicking on the link below. All candidates should attach their **Resume and Cover Letter as one Microsoft Word or PDF Document.**

<https://home2.eease.adp.com/recruit/?id=19072462>

(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.*