



JOB ANNOUNCEMENT

Senior Program Manager Illinois

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 (SPM) to work as part of our Illinois team in our Chicago Office. 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. Applicants should be highly motivated, inspired and creative individuals who are able to establish connections between policy and practice. Candidates should have experience and familiarity with housing and services models for vulnerable populations. Direct experience with families, youth, and supportive housing are strongly preferred.

The SPM will be responsible for supporting the Illinois team's family supportive housing initiatives, homeless coordinated entry programming, and expanding supportive housing capacity in Illinois. The qualified candidate will actively participate in supportive housing activities of CSH for various populations. In addition, the SPM may be asked to work on projects throughout CSH's Central Region.

Responsibilities:

- Support implementation of Chicago's Coordinated Entry System including the Ending Veteran Homelessness Initiative, Chicago Housing Authority Initiatives, cross-systems partnerships, evaluation and feedback on implementation, and training of supportive housing providers.
- Develop products, tools, and training curriculum for implementing Coordinated Entry that could be adapted to or inclusive of a range of Illinois' communities.
- Deliver technical assistance and training to City of Chicago delegate agencies related to HEARTH Act requirements and local homeless/housing policy.
- Engage in and create opportunities to address family and youth homelessness in Illinois, including participation in the HomeWorks Campaign, CSH OneRoof Campaign, and support new research.
- Develop, execute and deliver high quality training to build the capacity of the supportive housing industry.
- Provide technical assistance to support the delivery of housing assistance throughout the state. The range of technical assistance includes planning, policy development, case management for special populations, eviction prevention, property management and other areas as needed.
- Represent CSH in internal and public forums, including CSH committees, training sessions, public presentations, and meetings with external partners, policymakers, and stakeholders.
- Foster collaboration between CSH and state and local partners to build support and capacity for supportive housing.
- Convene and facilitate meetings with housing and service partners throughout the state.
- 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.
- Perform any other organization related duties or special projects as directed by the Director.

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 persuade others and make vision sharable.

Pragmatic:

- 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 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:

- 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.
- 5+ years of experience in low income/supportive housing development, and/or housing operations, housing-based supportive services, or family-services systems. Ability to adapt 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, developmental disabilities.
- 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.
- Previous project management experience with demonstrated organizational skills and ability to manage multiple project budgets and deadlines.
- Ability to take initiative to implement projects and pursue goals with moderate supervision.
- Strong analytical, interpersonal, presentation and written and verbal communication skills.
- Ability to communicate clearly and simply, coupled with a strong creative sensibility and ability to think strategically.
- Excellent written, presentation, facilitation, and interpersonal communication skills.
- Excellent computer skills including extensive knowledge of Microsoft Office and skills in data analysis and management.

To Apply:

Candidates should apply via the link below. All applications must include a **Resume and Cover Letter**.

Applications without a cover letter will not be considered.

<https://csh.csod.com/ats/careersite/jobdetails.aspx?site=1&c=csh&id=15&source=6>

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.