



JOB ANNOUNCEMENT

Senior Program Manager (SPM)

New York Preferred

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 entrepreneurial, mission-driven, dynamic Senior Program Manager to lead data analytics work for the Strategy and Impact team. The ideal candidate will have strong skills in data analytics, project management, managing multiple priorities, and the proven ability to work both independently and collaboratively with a diverse set of colleagues to achieve results. Applicants should be highly motivated, inspired and creative individuals willing to take risks to make impact.

Reporting to the Vice President for Strategy and Impact, the Senior Program Manager (SPM) will collaborate closely with senior management, fund development, IT, community investment, communications and field staff as well as external stakeholder partners to create a robust data analytics program. The Senior Program Manager will work to develop CSH's capacity for analytics across the organization to consolidate, standardize CSH's data collection efforts, and use data to inform both internal and external decisions to achieve the agency's mission.

Responsibilities:

- Coordinate CSH's data integration efforts across multiple teams, advising on new systems, development of data collection tools, data consistency and interrelationships, to ensure data is collected efficiently and harvested to inform CSH's work and the field
- Work in a team approach to build out and manage CSH analytics infrastructure, including the maintenance and further development of CSH's data repository, geographic information system, and other visualization and analytical tools
- Assist VP Strategy and Impact with development of metrics, data tracking tools, reports and dashboards to track progress, outcomes and impacts related to the CSH impact goals
- Advise VP for Strategy and Impact on annual budget needs for CSH data system management
- Coordinating with CSH's Chief Operating Officer, develop training opportunities and provide coaching support to staff working to develop capacity in data analytics
- Assist in developing data products and consulting service scopes that can be delivered to local, state and federal partners
- Work with VP Strategy and Impact to update and expand CSH's population needs assessment annually, including further development of data collection efforts and integration of public data sets
- Work with Communications team to develop web, marketing and communications materials related to data and analytics
- Develop reports and analysis to support CSH's fund development, policy, program and investment portfolios
- Conduct quarterly reviews of Measuring Success Program data to provide insight to senior management staff on the reach and impact of CSH's work
- Represent CSH in internal and public forums, including CSH committees, training sessions, public presentations, and meetings with external partners, policymakers, and stakeholders
- Perform any other organization related duties or special projects as directed
- Occasional work-related travel may be required

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 and entrepreneurial problem solvers. 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.
 - Ability to communicate vision and persuade others.
- Pragmatic:
 - Proven track record of dependability, focus and attention to detail and accuracy.
 - Effectively manage many projects simultaneously. Must be adept taking initiative and pursuing program goals with minimal supervision.
 - 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:
 - 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
- 5+ years of experience in low income/supportive housing development, and/or housing operations, housing-based supportive services, or work long-term care systems. Ability to adapt strategy, and tactics rapidly in response to changing information or client/program need.
- Bachelor's Degree preferred; equivalent experience may substitute for education
- Familiarity with human services, housing development, supportive housing a plus
- Ability to adapt approach, strategy, and tactics rapidly in response to changing information or client/program need.
- Excellent analytical, written, verbal, presentation and interpersonal communication skills.
- Excellent computer skills, including: Microsoft Office; geographic information systems; inter-relational database management; and ability to quickly master new analytical and visualization software
- Ability to synthesize, analyze and provide relevant insight from large data sets to inform decision making
- Exercise solid judgment on a range of issues, and be able to represent CSH in public forums with a high level of professionalism.
- Ability to work effectively with professional staff, government agencies and community-based organizations

To Apply:

Candidates should apply via the link below. All applications must include a **Resume, Cover letter and Salary Expectations**

<https://csh.csod.com/ats/careersite/jobdetails.aspx?site=1&c=csh&id=20&source=6>

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.