



## **JOB ANNOUNCEMENT**

### **Senior Program Manager Federal Technical Assistance**

#### **The Organization:**

For over 25 years, CSH has been a game-changer for the most vulnerable people in our country:

- ✓ Helping communities create 200,000 homes for individuals and families who did not have one;
- ✓ Bringing hope to thousands who thought they would live on the streets or reside in institutions forever;
- ✓ Ensuring not only a stable home for each but access to the services that brought healthcare, recovery and training to their doorsteps;
- ✓ Changing the trajectory of lives away from poverty and despair and toward independence and economic sufficiency.

#### **The Position:**

If you have a desire to make a difference for people and families others have given up on and often say cannot be helped, we have a place for you. No cynics allowed. Not only has CSH proven supportive housing works and does change the lives of individuals facing acute disabilities, complex medical and mental conditions, substance use disorders and economic barriers, we have done so while creating a family of nationally-recognized experts who stay committed to our organization and mission throughout their careers. CSH offers empowerment, development and growth to those we serve and our workforce. We attract talented professionals, offer competitive salaries with benefits, generous family leave and PTO, and fully embrace the philosophy that a sustainable work-life balance is desirable and achievable. With the aim of attracting good people who possess the confidence and drive to get the job done to build a better world, CSH is now accepting applications for the Senior Program Manager, Federal Technical Assistance Team.

The Senior Program Manager will identify the needs of CSH's current and prospective client base and work with CSH teams to develop products, tools, and services that help to take supportive housing to scale. **CSH is seeking professionals with a solid understanding of supportive housing that have strong skills in product development, marketing, and project management.**

#### **The Team:**

The Federal Technical Assistance (TA) Team works closely with government and the non-profit sector to ensure creation of quality supportive housing. We provide technical assistance to communities and providers and through several national awards from HUD and HHS. Current projects under this contract include: Ten Year planning and systems change work in a variety of urban, suburban and rural communities; Youth Demonstration Project; coordinated entry technical assistance; Built for Zero national initiative; HMIS and system performance measure focused technical assistance; written products; and trainings on HEARTH regulations.

Internally, we collaborate closely with executive staff, national offices and regional teams to design products and tools that support our TA contracts while building the knowledge and expertise of the supportive housing industry as a whole. We take this collaborative spirit to our external partners as well. Team members are also responsible for securing and staffing fee-for-service contracts.

#### **Location**

Candidate can be located anywhere in the United States and near a major airport. Considerable travel within the region and occasionally elsewhere will be expected.

#### **Job Description**

Ideal candidates will be responsible for assuring that we deliver creative and effective materials, and that we have efficient procedures, high quality products and assets. The primary focus of the staff will be on the HUD Technical Assistance contracts for Homeless TA and providing direct TA to communities in the Built for Zero initiative, remote technical assistance, and priority communities.

Under the direction of the Eastern Region Managing Director and the Federal TA Director, the staff person will have the following responsibilities:

- Work primarily as a member of our Federal Technical Assistance team on CSH's current HUD TA awards. Work includes community technical assistance (remote and in-person); trainings and/or webinars; and written products. Depending on approved work plans, the SPM may work primarily on the youth demonstration project or other large HUD initiatives.
- Serve as project manager on high profile HUD work plans, contracts and/or grants, ensuring clearly defined team roles, on time and on-budget deliverables, and delivery of quality products. CSH expects project managers to foster a work environment based on quality teamwork, mutual accountability, and high quality performance.

- Provide informal supervision, including project performance reviews for Federal project team staff and is accountable for project performance.
- Participate on and contribute to project teams as assigned. Tasks may include the coordination of and participation in technical assistance visits; drafting reports, policy guidance, and other documents and resources; and training design, development, delivery, and evaluation – as well as supporting staff engaged in such activities.
- Assist the Director and CSH staff in scoping contracts, writing proposals, refining and packing products, and managing contracts as requested.
- Participate in all team activities including staff meetings, work planning, business development, and marketing.
- Remain up to date on all federal homeless regulations, other relevant regulations and federal strategic plans.
- Other duties as assigned.

**Qualifications & Requirements:**

All CSH staff share a common competency framework. These guide our approach and in turn, help us create value. The successful candidate will be adaptable, entrepreneurial, creative, flexible, and a problem solver. Her/his work will be driven by strategic thinking and executed with creativity and efficiency. S/he will have a sense of humor, patience, and a commitment to treating others with respect.

- 5+ years’ experience in the field of supportive housing and/or with one or more sectors that can assist in creating supportive housing such as affordable housing finance, public housing, or health care.
- Passion for the CSH mission and leadership and skills necessary to advance and realize CSH’s vision and further enhance the organization’s reputation in communities that it serves.
- Demonstrated experience delivering technical assistance and training.
- Project management experience with demonstrated leadership and organizational skills and the ability to manage project team, project budgets and deadlines.
- Strong analytical, interpersonal, presentation, and written and verbal communications skills.
- A strong creative sensibility and ability to think strategically.
- Proven ability to 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 work well independently and within a multi-disciplinary team environment, manage multiple projects and priorities, and work cooperatively to meet internal and external requests.
- Ability to take initiative and pursue goals with minimal supervision. Comfort with working on a team that is “virtual” and does most of its work via telephone and email.
- Proficiency in using Microsoft Office Suite and software to develop products, videos, and materials.
- Located close to a major HUB airport
- Sound business ethics, including the protection of proprietary information.
- Willing and able to travel at least 30-40% of the month, although travel schedule will vary based on assignments.
- Bachelor’s degree in a related field; advanced degree a plus. Equivalent experience may substitute for education.

**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.**

CSH employees are mission driven; we take initiative, pursue goals with minimal supervision and are adept at managing multiple assignments effectively.

Interested in joining our team as a leader in the national supportive housing movement? Please apply via the link below:

<https://csh.csod.com/ats/careersite/jobdetails.aspx?site=1&c=csh&id=31>

*CSH is proud that it always has been and always will be an Equal Opportunity Employer.*