



JOB ANNOUNCEMENT

**Program Manager
Metro Team (PA/NJ/NY)**

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.

Working for CSH:

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. 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, CSH is now accepting applications for a Senior Program Manager for our Metro Team, which is responsible for our work in Pennsylvania, New Jersey and New York.

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) in both the public and private sectors. Candidates should also be comfortable with data analysis, financial modeling, 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 priorities.

Metro Team:

The Metro Team consists of five staff within CSH's Eastern Region and consists of PA, NJ and NY. Reporting to the Metro Team Director, the Senior Program Manager may work remotely in the region or may work out of our office in Manhattan.

The Position:

CSH is seeking an energetic, qualified candidate to deliver CSH's core services to communities throughout the region, including system change and public policy reform, training and technical assistance, knowledge and capacity building and supporting CSH's Community Investment Team in the delivery of financial assistance products. The Program Manager will have the following responsibilities:

- With guidance, serve as project manager, 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.
- Deliver in-person and virtual technical assistance, trainings, and webinars on technical aspects of supportive housing, such as financing, operations, and/or service delivery.
- Assist in the provision of system transformation technical assistance, analysis, and support to healthcare and government partnerships working to coordinate with homeless, criminal justice, family and youth, veterans, and supportive housing providers.
- Establish and maintain high quality relationships and partnerships with key community stakeholders, particularly with staff from city and state agencies, the Continuum of Care, managed care organizations, community-based supportive housing providers, non-profit and for-profit housing developers who are the recipients of CSH technical assistance.
- 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.
- Maintain relationship with funders, support proposal development, and fulfill reporting requirements, working with CSH's Fund Development unit.
- Support budget development and monitoring, working closely with the Metro Team Director and CSH finance team.
- Represent CSH effectively at external events, ensuring CSH's interests and reputation are maintained.
- Participate in regional planning and operations discussions and activities.
- Frequent travel in the tri-state region and regionally; as well as occasional national travel as required.
- Perform any other related duties or special projects locally, or in collaboration with regional and national teams as assigned by the supervisor.

Qualifications

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.

Specific skills and experience include:

- 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 permanent housing and services models for vulnerable populations such as: chronically homeless; veterans; re-entry populations, families, youth, harm reduction, housing first, high-need behavioral health; and frequent users of public services.
- Familiarity with performance evaluation
- Demonstrated skills at building and managing collaborative partnerships, working with colleagues, external audiences and partners in the areas of public policy, systems change, housing development/operations, and/or the delivery of supportive services
- Demonstrated experience at managing multiple assignments effectively
- Ability to take initiative and pursue goals with minimal supervision; comfort with working on a team that is often “virtual” and does much of its work via telephone and email.
- Strong analytical, interpersonal, presentation, and written and verbal communication skills
- Strong business ethics, including the protection of proprietary information
- Excellent computer skills including extensive knowledge of MS Word, MS Excel, and Microsoft Outlook
- Willing and able to travel at least 20% of the month, although travel schedule will vary based on assignments.

Interested in joining our team as a leader in the national supportive housing movement?

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://csh.csod.com/ats/careersite/jobdetails.aspx?site=1&c=csh&id=38>

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