

Direct Client Assistance (DCA) Program Administrator

Do you love numbers, detailed work and managing complex projects? Want to join a dynamic, fun, ambitious, and forward-thinking team working to prevent and end homelessness?

Community Shelter Board is an award-winning non-profit organization leading a community effort to make sure everyone has a place to call home. We are seeking a professional, self-motivated team member to serve as Direct Client Assistance (DCA) Program Administrator. The DCA Program Administrator manages the processing and issuance of one-time and short-term financial assistance to third party landlords and utility companies, as applied for by CSB partner agencies on behalf of individuals and families they serve, in order to quickly prevent or resolve homelessness.

You'll have the opportunity to work in a fast-paced environment in this full-time position. The preferred candidate will possess at least three (3) years related work experience, including project management experience and working in a human services-related field, along with knowledge and skills related to Fair Housing laws, affordable housing guidelines, and the local rental market. Multi-tasking, prioritizing and excellent written and oral communication skills are key. A successful candidate will demonstrate strong attention to detail and organizational skills, with a focus on accuracy and the ability to perform well under pressure. Strong customer service for both internal and external audiences is essential.

CSB offers a competitive salary, an excellent benefit program including health, dental, and vision insurance coverage, life insurance, 401(k) plan and employer retirement plan, flexible spending accounts, and generous paid time off. We also offer an attractive, comfortable work setting and free parking. Learn more about CSB at www.csb.org.

Interested applicants should submit a cover letter and resume to hr@csb.org by September 23, 2019. Community Shelter Board is an Equal Opportunity Employer. Diverse candidates are strongly encouraged to apply.

Title of Position: Program Administrator - DCA

Pay Range: \$45,000 - \$55,000

Status: Non-exempt, full-time

Benefits: Medical, prescription, dental, vision, life, disability, retirement plan, Section 125 cafeteria benefit plan, and paid leave.

Reports to: Associate Director

Unit: Programs and Planning Department (PPD)

BASIC FUNCTION

This position is responsible for planning, development, implementation, and quality improvement of all direct client assistance program activities.

EFFECT ON END RESULTS

This position is primarily concerned with the achievement of the goals for the organization by ensuring there are sound program and system planning, development, implementation, and continuous improvement of direct client assistance programs and related initiatives that improve client access to and procurement of resources necessary to secure and maintain housing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 1) Manages self and position responsibilities in a manner which is congruent with CSB values, mission, policies, and procedures.
 - a) Maintains confidentiality and exercises discretion.
 - b) No substantiated complaints received from staff or others about conduct, appearance, or behavior.
 - c) Effectively collaborates internally with other CSB staff to ensure best possible work products are delivered.

- 2) Overall accountability and partner coordination for planning, development, implementation and quality improvement for the all DCA programs, including providing leadership to the DCA team.
 - a) All work is performed within scope of responsibility.
 - b) DCA Programs are managed according to program policies and procedures and achieve planned outcomes.
 - i) DCA programs achieve outcomes per annual POP.
 - ii) DCA program (formerly Transition Program) achieves a high performance rating and is never a program of concern.
 - iii) DCA spending is consistent with budget expectations.
 - iv) DCA programs are compliant with CSB Administrative and Program Standards.
 - c) Leads DCA Team
 - i) Consistent with Programs and Planning Staffing Plan.
 - ii) Team leadership is consistent with CSB guidelines on Team Leadership.
 - d) Participates on the external team meetings as needed.
 - i) Attends and actively participates.
 - ii) Follows through on assigned tasks.
 - e) POP recommendations are reviewed in consultation with D&E and PPD staff.
 - f) Recommended changes to CSB Administrative Procedures related to the DCA programs are developed with the DCA Team and forwarded to the Associate Director for approval annually, or as requested.
 - g) DCA Program Policies and Procedures are updated annually, or as needed.

- 3) Processes weekly DCA applications according to DCA policies and procedures. Performs data entry in Columbus ServicePoint for all DCA transactions. Able to provide DCA reports to management, as requested.
 - a) DCA requests and payments are processed weekly, per payment processing schedule.
 - i) DCA weekly report is run through CSP no later than Wednesday morning.
 - ii) Checks are cut by Thursday at noon (unless schedule is adjusted per PPD and FGA approval).
 - b) Expedited DCA requests are processed for Letters of Guaranty and/or off-cycle checks as appropriate.
 - c) Quarterly DCA quality assurance activities are completed by the 10th working day of the month for the preceding quarter.
 - i) All programs are compliant with submitting 95% of applications correctly (accurate and complete).
 - ii) If programs do not meet standard, plan with timeline for compliance is identified with the agency program director.
 - d) 100% of files are found to be fully compliant with data standards.
 - e) Compliant with CSP management requirements and proficient in CSP data entry and reporting as appropriate to position.

- 4) Provides leadership for and cultivates key direct service partnerships that result in financial, material, housing or other basic assistance for clients. Seeks out additional community resources.
 - a) Maintains professional relationships with community agencies focused on achieving system and program ends in an efficient and effective manner.
 - b) Key partnerships are maintained, per established agreements.

- 5) Manages DCA expenditures and monitors program performance indicators and outcomes to assure compliance with fiscal and funder requirements. Assures compliance with funder requirements and monitors for compliance, as appropriate.
 - a) Funder audits/reviews are without exception/finding.
 - b) Assure budget compliance
 - i) Obtain AD and OD approval prior to incurring costs that exceed 105% of CSB program budget (cumulative).
 - ii) Obtain AD and FD approval prior to incurring costs that are not consistent with fund allocation budget.

- 6) Facilitates communication among partner agencies through system meetings, program meetings, etc.
 - a) Maintains professional relationships with partner agencies focused on achieving DCA ends in an efficient and effective manner.
 - b) Other partner agency meetings, communications, etc. are conducted or attended, as indicated.
 - c) Meetings have an identified purpose and intended results consistent with planned program and system outcomes. CSB administrative procedure for meeting logistics is followed.

- 7) Assures that DCA staff training and development needs are identified and programs initiated. Manages all aspects of DCA capacity building, including content, scheduling, promotion and presentation.
 - a) All staff who participate in the DCA program (i.e. prepare and/or approve DCA applications) must be trained and certified.
 - i) Documentation is on file at CSB.
 - b) Individual technical assistance and related support is provided to partner agencies to address DCA program quality and performance issues.
 - c) Develops and manages implementation of quarterly DCA Training for DCA users and supervisors. Training shall include refresher and new user.
 - i) Training shall occur by the end of the first month of each quarter.
 - ii) Curriculum is approved by the DCA team for any new processes.
 - iii) 90% of participants pass skills training at conclusion of the training.
 - a. Training is rated as 'useful' to 'very useful' by at least 90% of participants.
 - b. CSB administrative procedure for meeting logistics is followed.

- 8) Develops and maintains an up-to-date Desktop Procedures for position, reviewing quarterly to make any necessary changes.

OTHER FUNCTIONS

- 1) Serves as joint backup for the Unified Supportive Housing System (USHS) Project Manager, along with the CSB System Manager.

- 2) Assists CSB System Manager with Program Review & Certification (PR&C) reviews as requested.

- 3) Represents agency and participates in community coalitions, task forces, or other advocacy and leadership activities, as requested. Attends other agency and/or organizational meetings as requested.
- 4) Assures that effective communication is maintained within areas of responsibility
- 5) Recommends and implements techniques to improve productivity, increase efficiencies, cut costs, takes advantage of opportunities and implements state-of-the-art practices and keeps abreast of current trends and practices in field of expertise.
- 6) Provides presentations to CSB staff and/or external stakeholders, as indicated, as needed.
- 7) Maintains complete and adequate files, records and documentation according to administrative and program procedures and funder requirements.
- 8) Assists with audit, budget preparation and other finance and grants support, as requested.
 - a) Meets deadlines for deliverables.
- 9) Processes fundraiser credit card donations.
- 10) Actively participant in CSB and Program and Planning Department staff meetings and trainings.
- 11) Other duties and projects, as requested.
- 12) Contribute to an atmosphere of dignity, respect, and diversity, and adhere to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.

JOBS OUTCOMES AND REPORTING

- 1) Provides a regular verbal update to supervisor during 1-1 meetings, per schedule established with supervisor.
- 2) Documented quarterly job performance discussion with supervisor.

KEY LEADERSHIP COMPETENCIES

- 1) Able to process large amounts of information from multiple sources and timely and accurately presents the information to supervisors, funders, partner agencies, and other staff.
- 2) Truthful, direct and honest individual that maintains confidentiality and sensitive information.
- 3) Can perform tasks with minimal information and background and can effectively utilize available resources to complete tasks within the designated timeframes and effectively respond to crises.
- 4) Manage multiple projects with other staff members to achieve an end product and can effectively prioritize duties and plan for future projects and organizational needs.
- 5) Plans for monthly, annual, and impromptu projects in a timely manner and effectively coordinates staff time, submission of work products, and completion of projects.
- 6) Effectively manages staff time, prioritizes for more urgent projects as needed, and can evaluate effectiveness of processes to make changes or recommendations in the future.

SKILLS, KNOWLEDGE & ABILITIES

Management

- a) Good time management skills.
- b) Ability to establish credibility and be decisive but able to recognize and support the agency's needs and priorities.

- c) Demonstrated ability to accurately attend to detail and perform routine work.
- d) Ability to multi-task and maintain multiple projects simultaneously.
- e) Ability to meet multiple, competing deadlines.
- f) Excellent communication skills, both oral and written.
- g) Excellent organization skills.

Technical

- a) Well-developed financial analysis capabilities.
- b) Knowledge of human services programs operations.
- c) Proficiency in MS Office (Word/Excel/Access/Outlook) necessary. Experience at using computer network, e-mail, databases and Internet necessary.

PHYSICAL & MENTAL DEMANDS

- 1) High energy level, comfortable performing multi-faceted projects in conjunction with normal activities.
- 2) Strong analytical and reasoning abilities.
- 3) Superior numeric skills.
- 4) Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible.
- 5) Quick learner – able to grasp and oversee all grants administration functions and comfortable in a fast-paced environment.

MINIMUM QUALIFICATIONS

- 1) Congruence with agency mission and values.
- 2) 3 years of related work experience.
- 3) Project management experience required.
- 4) Experience working in a human services setting preferred.
- 5) Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.