

Systems Manager

Community Shelter Board (CSB) seeks a non-exempt, full-time Systems Manager

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 who will be responsible for providing leadership, vision and support to partners that provide programs that serve people experiencing homelessness. These programs include Coordinated Entry, single adult and family emergency shelter and Rapid Rehousing, overflow services, employment services and permanent supportive housing.

You'll have the opportunity to work in a fast-paced environment in this full-time position, work with a dynamic Programs & Planning Team and lead the work with the Citizen's Advisory Council. Minimum qualifications are a Bachelor's Degree with competency in human services and 5 years program management experience or equivalent. A successful candidate is also strongly preferred to have experience working with people who experience homelessness and/or other vulnerable populations as well as having experience working in a not-for-profit setting.

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 a flexible work environment combining some in-office time and remote work. Learn more about CSB at www.csb.org. Interested applicants should submit resume and cover letter to hiring@csb.org by January 31, 2022. Community Shelter Board is an Equal Opportunity Employer and conforms to all applicable employment practices. We strongly encourage diverse applicants to apply.

Title of Position: Systems Manager

Pay Range: \$55,000 – \$65,000

Status: Non-Exempt, full-time

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

Reports to: Director of Programs & Planning

Unit: Programs and Planning Department

BASIC FUNCTION

- a. This position is responsible for improvement and innovation of CSB provider programs and systems and the monitoring of CSB investments.

EFFECT ON END RESULTS

This position is primarily concerned with the achievement of the goals for the organization by insuring sound program and system planning, development, implementation, and continuous improvement of diversion, single adult, family, overflow and employment services in support of the community plan to prevent and end homelessness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 1) Manages self and position responsibilities in a manner which is congruent with CSB values, mission, policies, and procedures.
- 2) Overall accountability as program manager for family and single adult services system,, and related programs; owner of project performance standards within area of responsibility.

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- a. CSB funded programs achieve outcomes and provide services per approved Program Outcomes Plans, Client/Staff Ratio Agreements (as applicable), and in accordance with CSB Administrative and Program Standards.
 - b. Program and system outcomes are achieved and demonstrate positive movement and improvement from previous FY.
 - c. Assistance is provided in a timely fashion, with documentation (e.g. summary correspondence) provided within seven days following assistance.
 - d. Acts as community resource for homeless family and single adult services.
 - e. Provides program level support for new project development.
 - f. Actively supports and manages all aspects of daily system implementation of, adult and family shelter, re-housing programming, permanent supportive housing, and other services supported by CSB in concert with partner agencies.
 - g. Provides Program Management and leadership to new Employment Pilot and other employment initiatives
 - a. responsible for coordination of Learning Collaborative with Workforce Development System, COTA, JFS and other entities as appropriate
 - b. Provide leadership to development of Pilot working with COWDB/OMJ
 - c. Through relationship building and system work, reduce barriers to employment as identified by clients.
 - h. Responsible for seasonal overflow planning and implementation for both single adults and families, with support of Programs & Planning Director and in conjunction with lead partners
- 3) Leads the development, execution and oversight of system level policies and procedures, any appropriate Memorandums of Agreement, and other system-improvement and management plans.
- 4) Provides leadership and oversight of the Coordinated Entry/Central Point of Access (CPOA) process including accountability and function of CSB partner agency providing service.
 - a. Provide partner agency with technical assistance and support to achieve outcomes and provide services per approved Program Outcome Plans; works collaboratively with Outreach and Youth System Manager
- 5) Manages daily communications among and between partner agencies through system meetings, program meetings, and other methods as needed in order to improve system and programmatic practices and enhance provider relationships:
 - a. Leads provider level operation work group meetings
 - i) Adult System
 - ii) Family System
 - iii) Veterans System
 - b. Other partner agency meetings, communications, etc. are conducted or attended, as directed.
 - c. Meetings are managed and consistent with CSB standards and have identified purpose and intended results consistent with planned program and system outcomes.
 - d. Maintains professional relationships with partner agencies focused on achieving system and program ends in an efficient and effective manner.
 - e. Ensures budget compliance.
- 6) Works collaboratively with the Housing Dept. regarding the Direct Client Assistance program for the purpose of improvement and implementation; handle DCA appeals

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- 7) Support the Planning and execution of the annual Point-in-Time (PIT) count, in collaboration with other CSB staff.
 - a. Count is conducted during the last 10 calendar days at the end of January in accordance with HUD requirements and standards, CoC approved PIT count plan, and CSB data collection and reporting protocols.
- 8) Leads the Citizen's Advisory Council including all meeting processes.
 - a. Citizen's Advisory Council meetings on a regular basis.
 - b. Citizen's Advisory Council Leadership Training occurs annually.
 - c. Recommendations are shared with appropriate CSB staff.
- 9) Leads programmatic technical assistance and quality improvement intervention meetings with partner agencies to address program quality and performance issues.
- 10) Monitors adult and family system programs, outreach, and prevention program performance indicators and outcomes and advises Programs and Planning Director and relevant providers of significant variances.
 - a. Daily reviews of Bedlist Occupancy Report.
 - b. Reviews and analyzes SPIR quarterly, and annually.
 - c. Reviews and analyzes special reports such as RRH pool and capacity.
 - d. Reviews and analyzes monthly performance reports and payments.
 - e. Technical assistance and related support is provided to address program quality and performance issues.
- 11) Supports CSB's Continuing Education Committee and related training activities.
- 12) Serves as support for the USHS Project Manager and coordinates as appropriate for re-housing efforts.
- 13) Serves as support for the DCA Program Manager.
- 14) Provides ombudsman assistance for all customers according to CSB administrative procedures.
 - a. Client concerns are followed up within 24 hours and documented as appropriate per CSB Administrative Procedures
 - b. Customer concerns and outcomes report is completed on a semi-annual basis.
- 15) Assists with grants management and reporting activities associated with, family and single adult shelter system and related programs.
 - a. Meets deadlines for deliverables.
 - b. Obtains quarterly success stories across provider agencies to be utilized in funder reporting.
- 16) Provides support for special program development, as requested.
 - a. Meets deadlines for deliverables.
- 17) 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.

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

OTHER FUNCTIONS

1. Assists with best and promising practice research and literature review in order to improve the quality, effectiveness and efficiencies of services being provided to individuals and families experiencing homelessness.
2. Represents agency and participates in community coalitions, task forces, or other advocacy and leadership activities, as requested, such as:
 - a. Program advisory councils
 - b. Neighborhood meetings
3. Assures that opportunities for family, adult and veteran system consumer participation and leadership are available to consumers.
4. Consults with all areas of program management responsible for policy or actions.
5. Recommends and implements techniques to improve productivity, increase efficiencies, cut costs, takes advantage of opportunities and implements state-of-the-art practices.
6. Keeps abreast of current trends and practices in field of expertise.
7. Maintains complete and adequate files, records and documentation according to administrative and program procedures and funder requirements.
8. Produces evaluation and monitoring reports according to administrative procedures, funder requirements, and as requested.
9. Actively participants in CSB and Program and Planning Department staff meetings and trainings.
10. Effectively collaborates internally with other CSB staff to ensure best possible work products are delivered.
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.

JOB OUTCOMES MONITORING 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. Demonstrates real empathy and concern for others.
2. Exhibits mature leadership qualities and maintains composure in complex and demanding situations.

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3. Is adept at gaining the trust and respect of both internal and external customers; dedicated to meeting customer expectations and requirements.
4. Decisions and activities are guided by a clear, appropriate and effective set of core values and beliefs.
5. Makes reasoned decisions within expected timeframes, sometimes with incomplete information and/or under tight deadlines.
6. Widely trusted and seen as a direct, truthful individual.
7. Is able to establish trust and mutual support among peers for effective collaboration and problem solving.
8. Is able to develop, manage and monitor processes in an organized manner; deploys resources to effectively accomplish process tasks; seeks to create synergy and integration for greater efficiency.
9. Is clear in setting objectives and assigning responsibility for tasks and decisions; monitors process, progress and results and designs feedback loops into work.
10. Understands group dynamics, roles and needs of groups and their members.
11. Written communications convey messages and information in a clear and concise manner.

SKILLS, KNOWLEDGE & ABILITIES

1. Excellent knowledge of program development, implementation and quality improvement.
2. Working knowledge of effective social service interventions and approaches to program and system collaboration.
3. Knowledge of issues related to homelessness, including causes of homelessness, characteristics or persons who experience homelessness, and effective program interventions.
4. Demonstrated skill in working as a manager to effectively and efficiently develop, implement, and improve the use of resources to address client needs.
5. Excellent communication skills, both oral and written.
6. Excellent facilitation and meeting management skills.
7. Excellent project and process management skills.
8. Excellent organization skills.
9. Demonstrated ability to accurately attend to detail.
10. Skilled in Microsoft Windows, Outlook, Word, Excel, and Internet.

PHYSICAL OR MENTAL DEMANDS

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities.
2. Ability to multi-task and maintain/oversee multiple projects simultaneously.
3. Strong analytical and reasoning abilities.
4. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible.
5. Ability to establish credibility and be decisive while supporting the agency's needs and priorities.

MINIMUM QUALIFICATIONS

1. Congruence with agency mission and values.
2. Bachelor's degree with competency in human services.
3. 5 years program management experience or equivalent.
4. Experience working in a not-for-profit setting strongly preferred.
5. Experience working with homeless and/or other disadvantaged populations strongly preferred.
6. Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.