

Homelessness Prevention Network Manager

The Community Shelter Board (CSB) seeks a non-exempt, full-time Homelessness Prevention Network 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 overall management, improvement, and innovation of the Homelessness Prevention Network and homelessness prevention activities for households imminently at-risk of literal homelessness in Franklin County. This position is primarily concerned with the achievement of the goals of CSB by leading the development and implementation of a comprehensive, coordinated network of targeted homelessness prevention access points and services to prevent families and individuals from experiencing literal homelessness.

You'll have the opportunity to work in a fast-paced environment in this full-time position. Minimum qualifications are

- 5 years system and/or program management experience or equivalent

Experience working in a not-for-profit setting, working with homeless and/or other disadvantaged populations, and having led collaborative planning and implementation efforts with a diverse array of partners are strongly preferred.

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 hiring@csb.org by June 24, 2020. 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: Homelessness Prevention Network Manager **Pay Range:** \$50,000 – \$60,000

Status: Non-exempt, full-time

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

Reports to: Programs & Planning Director

Unit: Programs and Planning Department

BASIC FUNCTION

This position is responsible for overall management, improvement, and innovation of the Homelessness Prevention Network and homelessness prevention activities for households imminently at-risk of literal homelessness in Franklin County.

EFFECT ON END RESULTS

This position is primarily concerned with the achievement of the goals of CSB by leading the development and implementation of a comprehensive, coordinated network of targeted homelessness prevention access points and services to prevent families and individuals from experiencing literal homelessness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage self and position responsibilities in a manner which is congruent with CSB values, mission, policies, and procedures.
2. Provide support for Homelessness Prevention Network (HPN) activities related to HPN planning, oversight, and development efforts.
 - a. Provide meeting support, including assistance with developing meeting agendas, securing space, logistics, scheduling, meeting notes, and communications.
 - b. Maintain up-to-date roster and distribution list of HPN members, learning collaborative, steering committee, and related stakeholder groups.
 - c. Oversee HPN activities, including managing consultant for HPN evaluation and technical support.
 - d. Manage posting and maintenance of web-based HPN materials, notes, resources, etc.
3. Lead collective effort to establish and periodically update a model for HPN access across multiple partner agencies and prioritized access to homelessness prevention interventions offered by core HPN providers.
 - a. Collaborate with other CSB staff, HPN steering committee, HPN core members and access points to implement, evaluate, and continuously refine the HPN as a demonstration initiative.
 - b. Ensure timely completion of development activities and production of high quality process materials and deliverables according to timeframes established by CSB leadership and the HPN steering committee.
 - c. Research and disseminate best practices and relevant research to support system development, including design and facilitation of learning exchanges, development of summary materials, in-person and remote training content, and other materials and resources.
 - d. Support HPN evaluation activities conducted by consultant, as needed, including dissemination and use of findings to inform HPN ongoing improvements.
4. Oversee all aspects of daily implementation of the HPN, including management of HPN operations workgroup and regular support for HPN partners.
 - a. Support CSB funded programs as part of the demonstration to achieve outcomes and provide services per partner agreements and in accordance with applicable CSB Administrative and Program Standards.
 - b. Lead development, execution, and oversight of HPN policies and procedures, Memorandums of Agreement, and other system-improvement and management plans.
 - c. Develop and implement system continuous quality and performance improvement plans to ensure HPN outcomes are achieved and demonstrate positive movement and improvement from previous FY.
 - d. Provide technical assistance for HPN partners concerning HP network and program design, evidence-based and promising practices, and continuous performance and quality improvement.
 1. Develop and deliver in-person and remote training on housing problem-solving, HPN processes, evidence-based and promising HP practices, and other relevant topics for HPN partner staff.
 2. Develop high quality tools and resources to support HPN functioning and partner agency services.
 3. Provide technical assistance in a timely fashion, with documentation (e.g. summary correspondence) provided within seven days following assistance.
 - e. Lead provider level operational meetings, including developing meeting agendas, producing summary/action notes, and coordinating meeting scheduling and logics consistent with CSB standards.

- f. Maintain active list of HPN assisted households, as feasible, and in accord with processes established by the HPN steering committee and operations workgroup, including providing technical assistance to partners on active list data collection and maintenance standards.
 - g. Manage daily communications among and between partner agencies through partner meetings, individual program meetings, and other methods as needed in order to improve HPN and programmatic practices, and enhance provider relationships.
 - h. Maintain professional relationships with partner agencies focused on achieving system and program ends in an efficient and effective manner.
 - i. Promote partnerships and continuous improvement through ongoing outreach and education efforts, including development of new strategic partnerships and resources to support HPN development and goal achievement.
 - j. Ensure HPN partner compliance with CSB funding requirements, as applicable.
- 5. Overall accountability for prevention programs; owner of project performance standards within area of responsibility.
 - 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. Actively supports and manages all aspects of daily system implementation of prevention programming in concert with partner agencies.
 - 6. Participate in CSB Program & Planning Department's continuing education planning and related training activities.
 - 7. Provide ombudsman assistance for HPN clients with concerns about HPN assistance according to CSB administrative procedures.
 - 8. Assist with grants management and reporting activities associated with HPN and homelessness programming related activities and funded partners.
 - 9. Develop and maintain up-to-date Desktop Procedures for position, reviewing quarterly to make any necessary changes.

OTHER FUNCTIONS

- 1. Represent agency and participates in community coalitions, task forces, or other advocacy and leadership activities, as requested.
- 2. Recommend and implement techniques to improve productivity, increase efficiencies, cut costs, takes advantage of opportunities and implements state-of-the-art practices.
- 3. Keep abreast of current trends, evidence-based practices, and promising practices relevant to assisting families who are imminently at-risk of or experiencing literal homelessness within 14 days.
- 4. Maintain complete and adequate files, records and documentation according to administrative and program procedures and funder requirements.
- 5. Produce evaluation and monitoring reports according to administrative procedures, funder requirements, and as requested.

6. Actively participant in CSB and CSB Programs & Planning Department staff meetings and trainings.
7. Effectively collaborate internally with other CSB staff to ensure best possible, timely work products.
8. Other duties and projects, as requested.
9. 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. Provide 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.
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 and homelessness prevention, including causes of homelessness, characteristics of persons who experience homelessness, and effective program interventions, with a focus on issues and interventions relevant to families most at-risk of literal homelessness.
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 web-based tools for meetings and information sharing.

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. 5 years system and/or program management experience or equivalent.
3. Experience working in a not-for-profit setting strongly preferred.
4. Experience working with homeless and/or other disadvantaged populations strongly preferred.
5. Experience having led collaborative planning and implementation efforts with a diverse array of partners strongly preferred.
6. Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.