

Director of Programs

Reporting to the Chief Executive Officer, the Director of Programs will be responsible for the operational success of the Harrisburg Housing Authority's core federally funded programs, to wit: the Low Income Public Housing program, the Housing Choice Voucher program, and the Development and Revitalization program. The Director will ensure seamless team management and development, program delivery, budgeting and quality control and evaluation. In this role, the Director will manage a multi-tiered workforce from senior staffers to line staffers. The Director of Programs will also serve as one of the organization's representatives when it is necessary to address the U.S. Department of Housing and Development (HUD) and other third party stakeholders on matters, including but not limited to filing timely reports, addressing inquiries, follow up on organization requests, etc.

Responsibilities

Leadership:

- Cultivate a team-oriented environment founded on integrity, equity and excellence in performance.
- Develop and implement strategies that will maximize the synergies among program areas.
- Set a standard for success for staff through articulable and measureable goals.

Team Management and Development:

- Develop and implement a system to evaluate the skill, experience, and professional development needs of all staff.
- Implement a professional development program to address employee experience and skill gaps.
- Work with staff to develop objective performance measurements across all sites and programs, to ensure consistent, high-quality evaluation and goal setting for staff.
- Instill a sense of accountability among team members by modeling tight oversight of individual and organization performance standards.
- Assist in the recruiting, hiring, and training and orientation of staff members under your direction.

Qualifications

This is an extraordinary opportunity for an individual with team management experience to grow and further develop proven high performing programs. The successful candidate will lead programs, report to the CEO and work collaboratively with a high-performance management team.

Specific requirements include:

- Minimum of a BA, MA preferred
- Experience with managing properties; preferably subsidized properties and/or managing a Housing Choice Voucher team.
- A working familiarity with the HUD capital fund program and its requirements.
- At least seven (7) years of experience with three (3) of those years in a team management role or a combination of graduate level education and work-related experience.
- Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs.
- Proficient in using technology as a management reporting tool and experience working with information technology staff to develop and implement program evaluation systems where needed.
- Possess strong project management skills, including an ability to manage complex, multifaceted projects resulting in measurable successes and program growth.
- Experience having worked with a high-performance, collaborative, constructive peer group.
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance.
- A working understanding of human resources, employee performance improvement plans, and corrective action policies.
- Demonstrated results in managing through complex systems and proven experience in achieving “win-win” types of results when dealing with other individuals and groups.
- Excellent verbal and written communication skills with exceptional attention to details and the ability to understand other perspectives of an issue.
- Personal qualities of integrity, credibility, and a commitment to and passion for affordable housing and helping others achieve financial independence.
- A PHM is preferred. However, if you do not have a PHM you will be required to obtain one within one year of employment.
- Bi-lingual in Spanish, a plus.

Examples of essential duties include:

- Assuring that an effective system for the assignment caseloads/work to staff for processing is in place.
- Confirming that deadlines and timeframes for the completion of work is being accomplished;
- Analyzing data and recommend necessary changes for operational effectiveness;
- Training program practitioners;
- Generating reports to measure/chart whether employee’s work goals are met;
- Completing and submitting monthly reports to CEO and Board of Commissioners to monitor work output;
- Assisting staff with issues concerning caseload complications;

- Assigning vouchers and executing contracts timely to assist clients in their program participation process;
- Conducting briefings and meetings when required;
- Meeting with the CEO weekly to review/discuss changes or suggest changes for the improvement to program operations;
- Developing internal operational procedures where needed; and monitoring special programs as required and assigned;
- Recommends improvements and changes that will positively affect the quality of life of HHA's residents and program participants;
- Assists AMP Directors with the alleviation of severe tenant problems; and recommend final decision in extreme conflicts;
- Evaluates employees' work performance to ensure a highly trained, professional, and responsive management team;
- Assists in coordinating the activities of a participant's grievance resolution;
- Performs related work as required.

SPECIAL REQUIREMENTS

Must possess and maintain a valid PA driver's license. Drug testing, criminal background check and DMV check required.

Requires working knowledge of Word and Excel.