



Job Announcement

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| Position: Program Manager | | Department: Housing |
| Location: Hughesville, MD/Joseph Forbes Bldg. | | Employment Status: Full-Time |
| FLSA: Exempt | Grade: 14 | Compensation: \$45,848 - \$68,772 |
| Weeks Worked: 52 | Created: 10/22/2020 | Work Per Week: 40 + hours Monday – Friday, some evenings/weekends |
| Opening Date: October 23, 2020 | | Closing Date: Until Filled |

Summary of Job Description: The Program Manager provides overall management and supervision of the agency’s housing program; including supervision of staff, oversight of rental assistance and housing counseling services, support in the development and monitoring of budgets, developing and implementing policies and procedures, and participating in obtaining ongoing funding/grants to support Housing Services. This position is responsible for data collection and reporting, maintaining adequate monitoring and reporting systems to ensure adequacy, quality, and program services timeliness. Participating in continuous quality improvement and quality management activities; and participating in various community collaborations and administrative responsibility for housing counseling services. The Program Manager is directly responsible to the Director of Housing and Emergency Services.

Summary of Requirements: Bachelor’s Degree in human services field such as public administration, social work, psychology, sociology, or related field. Two to five years of professional experience is required in the housing field, such as housing counseling, affordable housing (Public/Section 8/Tax Credit, Etcetera.), real estate, property management, lending, or related experience. Experience in the management of federal and state grants is a plus. Nonprofit sector experience preferred. Possess a demonstrated **successful** track record of mid-management level agency oversight. A strong background in program management, personnel management, and community engagement is required. Working knowledge of the community action agency network is a plus but not required.

Other experience requirements include grants management and oversight of major programs; budget, planning, effective working relationships at the federal, state, regional, and local governmental levels; excellent written, verbal, and technology-driven communication and presentation skills; public speaking; and effective team-based leadership. Strong ability to work independently and as a team player exercising mature judgment; Highly motivated self-starter with a capacity to complete multiple tasks in a timely manner; Must have excellent problem-solving skills and ability to develop innovative solutions; Must demonstrate the ability to communicate with a variety of professionals including bankers, realtors, and landlords; Must maintain and execute confidential information; Ability to translate technical information; and sensitive to the needs within the community and individuals. Skills and intermediate proficiency using and navigating the agency’s client management system CAP60 and Microsoft 365 - Word, Excel, Outlook, Publisher, TEAMS (virtual platform), and other software applications to retrieve data, create spreadsheets and generate reports.

Communication Skills: Communicates effectively and professionally, using tact, discretion, and diplomacy in both written and verbal formats with coworkers, supervisors, customers, and vendors. Demonstrate team-building skills to establish and maintain good working relationships with colleagues and staff.

Demonstrates the ability to analyze problems/issues, gather data and information, evaluate and recommend alternative solutions, or effect solutions with a tolerance for ambiguity and change, when necessary.

Responsibilities and Duties:

According to HUD regulations and the National Industry standards for homeownership counseling, manage the agency's housing counseling program. Include identifying and securing funds for program operations, ensuring that housing education and counseling are conducted, maintaining effective communications with funding sources, participating in internal and external monitoring reviews, and preparing monthly programmatic reports required by agency and funding sources.

Assist with grants management and budgeting

- Research grant opportunities
- Prepare grant narratives
- Prepare budget drafts
- Participate in strategic planning and program evaluations
- Monitor progress

Other duties as assigned.

Licenses or Certificates:

Certified by HUD as a Housing Counselor required. Certifications in Post Purchase Homeownership Education, Pre-Purchase Homeownership Education, Foreclosure Intervention/Default Counseling, and Financial Capability within one year of employment. Possess a valid Maryland Driver's License.

Special Requirements:

State and Federal Bureau of Investigation Criminal Background Check, National Sex Offender Public Registry Check, Current Certified Driving Record, Physical, Tuberculin PPD Tine Test at the time of employment, and annually, or by physician requirement, thereafter, and Pre-Employment, Random, Post-Accident Drug, and Alcohol testing. Must be available to meet with customers on evenings or Saturdays as needed.

Physical Demands:

Work requires limited physical effort.

| Applications Accepted by Mail and Online | |
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| Mail to: SMTCCAC, Inc. - Human Resources Dept. P.O. Box 280 Hughesville, MD 20637 | Online at: www.smtccac.org |
| Required Documents: <u>The following documents are required based on job:</u> In addition to your application and resume, please provide a copy of your degree and/or a copy of your college transcripts. Applications and Documents submitted with missing information will not be considered. Do not send application's via Fax. | |

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