Program Improvement Manager

Job Description

Overview: Beyond Housing exists because home matters. We begin with actual houses and housing preservation, focusing on quality and stability to give people a place to start. But there is more to a home than the house ~ home is about the life that happens in and around the house, as well as the life that fuels and draws out the best of the people within it. That life, in turn, is shaped by the community, its influences, its structures, and the people and dynamics that define it.

Beyond Housing helps entire communities become better places to live. We engage where we're needed, focusing on building consensus among leaders, providing and preserving housing, fostering community structures that shape lives, and guiding systems that make people's lives better.

We lead with vision for what a community can be ~ every community is different, but thriving communities tend to share the same basic set of positive traits regarding housing, safety, education, health, infrastructure, and access to basic human services.

We bring together leaders and resources, volunteers and citizens, and pursue a wide assortment of creative approaches to build stronger, healthier communities for life.

Finally, we are community builders, not kingdom builders. “It’s their neighborhood, future, & dreams”. Our objective is to help build, and contribute the good things we do for the sake of adding value to the lives of the people we’re honored to serve.

Position: The Program Improvement Manager is an important member of the Beyond Housing evaluation and learning team. The position focuses on performance management, which is the ongoing process of communication in support of accomplishing the strategic objectives of the organization. An ideal candidate will be adept at the process of communicating and clarifying expectations, setting objectives, identifying goals, providing feedback and reviewing results. The Manager will be responsible for the planning, checking-in, and reviewing of goals and objectives with program staff, with an eye toward program development, improvement, and implementation.

Responsibilities may include, but are not limited to:

- Provide oversight of quarterly/regular system of meetings and check-ins with program directors and staff to review performance
- Use SMART goals and other information to identify successes and challenges in program implementation
- Develop short term plans with input of program directors and staff to overcome challenges and monitor and monitor the implementation of the plans
- Ensure continuous alignment of program goals and results with the Beyond Housing Strategic Plan
- Participate in other program design and planning as needed
- Assist in regular evaluation of department activities as needed
- Act as the liaison with fund development concerning grant and development planning related to SMART goals and program design
- Assist in preparing reports and other analyses of Beyond Housing data
- Perform other duties as assigned

Personal Qualities:

- Collaborative -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- Creative and Curious -- A systems-thinker and builder, who is not afraid to be innovative in designing solutions and has skills in articulating these ideas and concepts.
- Methodical -- Strong analytical, systems, and problem solving skills to evaluate performance, prepare reports, and recommend/implement solutions using independent judgment. Ability to move from concepts to action through strong program design and evaluation.
- Reliable -- Skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects and timelines. Excellent oral and written communications skills.
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- Trusted -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions oriented attitude. Shares a deep respect for the community, its stakeholders and the residents that we serve.
- Driven -- Passion for the work and an interest in continuous learning and improvement.

Preferred Experience and Qualifications:
- Bachelor’s degree or equivalent experience, Master’s degree preferred
- Excellent attention to detail and ability to analyze results
- Excellent interpersonal skills and verbal communication skills required
- Strong working knowledge of and experience with Microsoft Excel and Word required
- Ability to:
  - Research, compile, analyze and interpret data
  - Develop alternative solutions and implement and enhance organizational programs
  - Work independently with minimum supervision
- Skill in:
  - Developing, coordinating & completing projects and reports accurately and timely
  - Communicating, orally and in writing, to a variety of audiences

Supervisor:
- Senior Director of Evaluation and Learning

Supervises:
- N/A

Salary and Benefits:
- Full-time salaried position with benefits for full-time position as determined in current Beyond Housing Employee Handbook

Application Instructions:
Please send resume and cover letter to hr@beyondhousing.org by August 3, 2020. For more information on Beyond Housing, visit www.beyondhousing.org

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.

ADA – Beyond Housing is committed to furthering the purpose of the American with Disabilities Act (ADA). The company is always willing to consider reasonable accommodations, which may allow a disabled person to perform this or any other job. The Summary of Physical Requirements is a list of what we believe at this point to be necessary in order to perform the essential functions of the job.

Diversity & Inclusion Statement At Beyond Housing, we are committed to promoting Diversity, Inclusion, and Equity throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

Our vision is to go beyond simple tolerance and fully embrace the things that make each person unique. We recognize that our employees’ differences support our ability to advance equity for the communities we serve. Further, we understand that equity is critical to the fulfillment of our mission to help entire communities become better places to live.