



Program Improvement Manager Job Description (Hybrid)

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 team. Performance management 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 gathering organization data and information, assisting in working with staff in analyzing and reporting data, setting objectives, and identifying goals related to improving the scale and impact of the agency's work and providing feedback and reviewing results.

Responsibilities may include, but are not limited to:

- Assisting in gathering, cleaning and entering information into various databases and reporting systems
- Assisting in program reporting
- Use SMART goals and other information to identify successes and challenges in program implementation
- Scheduling and facilitating quarterly check-ins with program directors and staff to review performance
- Develop short term plans with input of program directors and staff to overcome challenges and monitor and monitor the implementation of the plans
- 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.
- 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.



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Required Experience and Qualifications:

- Bachelor's degree
- Demonstrated project management skills, including the ability to manage and prioritize multiple tasks and partners
- Familiar with low-income communities
- Excellent oral and written communication skills
- Ability to manage and prioritize multiple tasks and strong oral and written communication skills.
- Ability to take a proactive approach, exercise professional judgment, and make sound decisions.
- Ability to adapt and be flexible in incorporating new projects into the position.
- Exceptional customer service skills and the ability to work well with others.
- Experience drafting letters, writing reports, and memos, and other correspondence.
- Computer literate in Microsoft Office applications including Word, Excel, Power Point, and Outlook.

Supervisor:

- Sr. 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
- Salary: \$45-50K

Application Instructions:

Please send resume and cover letter to hr@beyondhousing.org. This job will remain posted until it is filled. 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.