

To apply please email your resume and cover letter to Todd Reeder, CEO, at todd@cdcuh.org

JOB TITLE: Housing Counseling Program Manager / Community Navigation Program Manager

LOCATION: 501 E. 1700 S., Salt Lake City, UT 84105

REPORTS TO: Chief Executive Officer

FLSA STATUS: Exempt, Full-Time

PAY RANGE: \$70,000 - \$80,000

JOB SUMMARY:

CDCU is a non-profit organization and community development financial institution (CDFI) whose mission is to help our communities thrive by empowering people on their path toward financial security, housing stability and access to affordable homes. CDCU offers a variety of programs and services including financial and housing counseling and education; home related financial assistance and lending such as down payment and mortgage assistance and mortgage and critical repair loans; and real estate development of properties for rent and sale.

The Housing Counseling & Community Navigation Program Manager develops and monitors annual and strategic plans for the program; ensures program goals are met; supervises, coaches, and develops staff; identifies and secures grants to sustain and grow impactful programs; ensures quality data tracking to gauge impact and satisfy reporting requirements; manages program budgets; and conducts ongoing monitoring and evaluation to promote compliance and improve quality through oversight of team members, activities, and documentation. The successful candidate must be able to lead a team that offers high-quality, community-based programs that are responsive to clients. They must demonstrate sound judgment, adaptability, a commitment to empowering staff and clients alike, and comfort making decisions in a fluid environment. An ideal candidate will be a self-starter who is very resourceful and curious about program design and client services. This position reports to the CEO.

PRIMARY DUTIES/RESPONSIBILITIES:

Program Design, Development and Management

- Manage the Housing Counseling team in delivering high-quality, timely, and proactive services using strengths-based coaching that empowers clients to move toward their goals housing and financial stability goals.
- Review and improve program's theory of change, log frame and workplan, identifying resource and training needs for support staff.
- Administer HUD Housing Counseling workplan to ensure CDCU remains in compliance with HUD guidelines as a HUD-approved Housing Counseling agency.
- Review existing programs and services and make recommendations on program improvement and development based on community needs and program outcomes.

- In coordination with the CEO and CFO, develop program budgets and monitor budget versus actual reports.
- Together with the CEO and CFO, prepare grant proposals and complete narrative and fiscal reports for donors.

Monitoring and Evaluation

- Collaborate with CDCU's Strategic Operations Director to create and implement quality assurance systems, processes, and protocols to promote consistent and complete documentation of all Housing Counseling and Community Navigation services.
- Participate in efforts to better measure client satisfaction, capture and learn from client feedback, and to engage clients in program design, delivery, and quality improvement.
- Engage the Housing Counseling and Community Navigation team in regular data analysis to review outcomes.
- Ensure compliance with the service delivery standards and grant terms and conditions outlined by CDCU and funders.

Leadership

- Recruit, hire, train, supervise, and evaluate team members, including convening regular one-on-one meetings with direct reports; effectively delegating duties and responsibilities; providing consistent communication and ongoing feedback; mentoring and coaching staff; and supporting their professional development.
- Engage direct reports in the performance management cycle, including goal setting, mid-year check-ins, and annual performance evaluations.
- Address performance concerns proactively and manage disciplinary action as needed.
- Serve as member of CDCU's Executive Leadership team, owning strategic priorities to drive programmatic growth.
- Help ensure the organization is compliant with relevant internal and external policies or regulations.
- Participate in strategic decision making aligned with the organization's mission and priorities.
- Develop and maintain strategic community partnerships with other service providers, government agencies, foundations, employers, and other key stakeholders.
- Represent the office in external meetings with stakeholders and funders.
- Other related duties as assigned.

ESSENTIAL QUALIFICATIONS/REQUIREMENTS:

EDUCATION/ EXPERIENCE/SKILLS:

- Undergraduate degree or combination of relevant course work and related work experience
- 5+ years experience in non-profit program implementation, design, or management, including program development, grant writing, monitoring and evaluation and supervisory experience.
- Experience in financial education and coaching or community development preferred.
- HUD-Certified Housing Counselor or willingness and ability to secure certification within 90 days.

- Proven fiscal management skills at an organizational level: including the ability to effectively manage program budgets and financial matters.
- Knowledge of data management and comfort working with large data sets
- Excellent interpersonal skills: the ability to work effectively with partners and colleagues in a cross-cultural, multi-disciplinary environment.
- Solid organizational skills with the ability to juggle multiple tasks, set priorities, effectively manage time, and meet deadlines. Excellent writing and verbal communication abilities.
- Strong computer skills: MS Word, Excel, Outlook, PowerPoint, Teams, Zoom, Salesforce, Asana

WORK ENVIRONMENT:

PHYSICAL/MENTAL DEMANDS: Office environment with some travel

HOURS: 40 hours/week. Mon-Fri 8-5. Some evenings and weekends required.

BENEFITS: CDCU offers a comprehensive set of benefits including 20-25 paid time off days (depending on tenure), 13 paid US holidays, paid parental leave, SEP IRA retirement savings plan, disability and life insurance, and primarily employer-paid health medical insurance.

ADDITIONAL:

CDCU is an Equal Employment Opportunity employer where employment is based upon personal capabilities and qualifications without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender identity, gender expression, age, physical or mental ability, veteran status, military obligations, and marital status. This policy applies to recruiting, hiring, compensation, benefits, termination and all other terms and conditions of employment.

This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.