

CHN Housing Partners

Family Self-Sufficiency Manager

REPORTS TO: Assistant Director of Community Training

POSITION SUMMARY:

One of CHN Housing Partners' primary goals is to help all CHN clients reach housing and financial stability. The Family Self-Sufficiency Manager will be an integral part of the Community Resource Center (CRC) and will work with other CRC staff to ensure this goal is reached.

CHN provides homeownership and financial counseling services in the following areas; home buying, foreclosure prevention and/or general financial capabilities. CHN strives to meet families where they are, meaning some families might be coming to the organization in crisis. CHN's approach is centered around helping families achieve financial self-sufficiency so that they can reach their financial goals. As we go deep with families, we're finding that many face barriers and obstacles to opportunity that require that we take a more integrated approach to service delivery, by forming partnerships within CHN and externally.

To achieve this, CHN is moving many of its program operations onto Salesforce platform to integrate services and client data. Candidate will work closely with the CHN Salesforce Administrator and Assistant Director of Community Resources to ensure all services within the CRC are delivered in a customer-friendly way, while also ensuring data collected meets funder requirements.

RESPONSIBILITIES:

- Data Analysis and Quality Assurance Review:
 - Work with database administrator to build reports to 1) Satisfy funder requirements and 2) provide actionable feedback to counseling staff and management
 - Consistently review programmatic data to 1) identify potential partnerships for service delivery (within the organization and externally)2) identify additional data that may need to be collected 3) inform grant/ funder reports and future applications 4) ensure production and staff capacity meets funder grants and internal programmatic goals; production towards goals will be reviewed with supervised staff during regular performance reviews.
- Managing three (3) staff members
- Special Project coordination:
 - Lead staff in 'special project' coordination. Two recent projects of note: 1) CHN was chosen to participate in a nationwide savings initiative through Earn.org, through which we encouraged residents to build assets through matched savings program; and 2) CHN provided 200 residents with the Family Success program a portfolio to store their financial and personal documents; surveys are being conducted to understand if use of this simple tool increased clients' financial confidence and well-being.
- Obtain and maintain Homeownership Counseling certification. If not already certified, must acquire within 18 months of hire.
- Identify and attend outreach/networking events to explain our work in the communities in which our clients live.

Qualifications:

- 4 year degree or 3+ years of housing/ non-profit fields preferred.
- Minimum of three years of managerial experience is required
- Good interpersonal communication skills and excellent customer service orientation
- Solid written and verbal communication skills
- Proficiency in Spanish is preferred
- Comfortable learning and adapting to CHN's databases; including Salesforce and Yardi
- Proficient with Microsoft Office Suite
- Drivers License and Insured transportation is required for travel within the city of Cleveland

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to SDurda@chnhousingpartners.org or via mail to Cleveland Housing Network, 2999 Payne Avenue, Human Resources Cleveland, OH 44114

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