

Eden I&R, Inc.

"linking people and resources"

570 B Street ♦ Hayward, CA 94541 ♦ 510-537-2710 ♦ FAX 510-537-0986



Job Description

Position: Senior Program Manager (Housing Portal)

Type of Position: Exempt, Full-time

Agency Mission: Since 1976, Eden I&R has been successfully fulfilling its mission of “linking people and resources” by consistently and creatively responding to the community’s changing needs. The agency’s services are the result of collaborations that depend on the work of hundreds of community-based organizations. Because no other centralized source for health, housing, and human services information exists anywhere else in Alameda County, Eden I&R has become a critical resource for thousands of at-risk individuals, such as youth, non-English speakers, the economically disadvantaged, people living with HIV/AIDS, domestic violence survivors, the elderly, disabled, the homeless, and human service agencies seeking services or housing for their clients.

Agency Vision: We envision a community empowered with information and connected to resources so that all people obtain health, happiness, hope, and improved livelihoods.

Summary:

Eden I&R will administer the Alameda County Housing Portal, in partnership with Exygy, the Housing Portal software vendor, under an initial two-year contract. This relationship with Alameda County is intended to be long-term, well beyond the initial contract period. The goal of the Alameda County Housing Portal (<https://housing.acgov.org/>) is to provide low-income people and property managers with one-stop shop access to apply for and manage affordable housing.

Under the supervision of the Director of Programs, the Senior Program Manager, in addition to overseeing the Junior Program Manager, will mostly operate at the strategic level and be more external facing - including maintaining relationships with stakeholders (such as property managers and housing developers), County of Alameda HCD staff, and the software vendor.

Responsibilities include but are not limited to the following:

Program Management

- Oversee the reporting to HCD on outcomes of outreach and engagement
- Coordinate with County to develop and maintain on-going relationships with cities, housing developers, and property managers to ensure new needs are met.
- Oversee Junior Manager
- Ensure the portal content is equitable and translations are up to date
- Lead and nurture strategic relationships w/ developers, cities, and property managers
- Lead the facilitation of the Steering Committee meetings, promoting developers, cities, and property manager's engagement

- Lead the facilitation of the Below Market Rate (BMR) Working Group, as needed

Housing Placement Coordination

- Ensure new affordable housing listing posted on the Portal in alignment with HCD policy and equitable requirements
- Support the implementation of the common digital and/or paper pre-applications for affordable housing listings
- Gather needs and requests from developers and property managers, provide recommendations and assess if customizations are needed
- Drive up to three onboarding sessions with each new user to the Portal
- Ensure satisfaction of developers and property managers around user support
- Assist property managers in executing lotteries based on the common pre-application, from beginning to end, including on-boarding property managers to implement lottery-based listings/applications, and empowering them to post lottery results.

Applicant Support Coordination

- Oversee the process of providing support to home seekers (e.g., including directing home seekers to appropriate listings; provide applicant assistance as needed by phone and email; reviewing user support questions, issues, and reports)
- Lead the coordination with technology vendor to ensure system is functioning
- Facilitate conversations on product and process improvements based on feedback
- Oversee analysis of aggregated application data and present it to relevant stakeholders (e.g., HCD, Steering Committee, developers, and property managers) and work with software vendor on providing property managers with disaggregated application data when requested.
- Collect user feedback from support requests and solicit feedback on features and updates as necessary - including conducting analyses and presenting findings

Requirements, Qualifications, Skills, & Abilities:

- 5+ years' experience working as a program administrator for a government agency, nonprofit organization, or housing developer/property manager.
- High level of experience managing cross-functional teams in a web-based context.
- Excellent verbal and written communication skills as well as facilitative leadership skills.
- Ability to facilitate expectations and delivery timeline for multiple internal and external stakeholders.
- Detail oriented, with excellent management and organization skills. Able to keep track of many moving parts while smoothly adapting to new information or disruptions to the plan.
- Strong critical thinking and problem-solving skills to evaluate the current state, find opportunities for improvement, and develop a project plan for strong execution.

Preferred Qualifications:

- Previous experience working for an affordable housing developer, local housing authority, property management company, or government housing department.
- Experience working on affordable housing, including regulatory/compliance processes, public policy, or housing services.
- Strong experience within the design and technology field and familiarity with delivering digital solutions.

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- *Experience with collecting, managing, and using data to make sound business decisions.*

Compensation:

Competitive compensation package commensurate with experience includes medical, dental, 401(k), a salary of \$105k per year and other benefits.

Location

This position is temporarily remote. Candidates must be able to be in person, when needed and safe, though a combination of remote and in person is possible. Eden I&R is conveniently located one block from the Hayward BART Station.

Resume/Cover Letter:

Human Resources Administrator
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Eden I&R is an equal opportunity employer