

Program Manager, Housing and Homelessness

Only open to candidates residing in California	Opportunity to make a difference in your community	Position not eligible for sponsorship
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Responsible for coordinating, implementing, and organizing countywide and agency-wide homeless initiatives by engaging with internal and external stakeholders to develop, manage, and improve Housing and Homelessness programs related to HPSM's members. The Program Manager provides strategic vision, fosters partnerships, assesses, and addresses complex service delivery systemic issues, and defines key performance indicators for housing and homelessness related programming.

Position overview

- Serve as primary point person and relationship liaison with County Human Service Agency, the Continuum of Care, County Health, Public Health, and Housing CBOs.
- Convene or collaborate in cross-system coordination structures involving HPSM staff, County Human Services Agency, the Continuum of Care, County Health, Public Health and Housing CBOs.
- Develops and drives HPSM's housing and homelessness strategy and implementation of strategy.
- Ensures that community partners and service providers achieve and maintain data consistency, quality and outcomes related to housing and homelessness.
- Plan, execute, and evaluate program initiatives to improve performance. Deliver results to a wide range of audiences.
- Drive cross-functional business planning to support HPSM initiatives with a focus on housing related population needs, equity in care delivery, and compliance to State standards.
- Troubleshoot complex cross-system service delivery issues.
- Educate and work with external partners as needed to identify innovation opportunities and improve processes and outcomes.
- Utilize robust key performance indicator dashboards to reflect impact of programs.
- Engage in critical thinking and creative systems level problem solving, appropriately pivoting program priorities to meet business needs.
- Engage and liaise with other health plans, LHPC, subject matter experts, and DHCS to determine and implement best practices and adherence to HHIP or other regulatory programming.
- Continuously align program goals with departmental and enterprise-wide goals.
- Coordinates, implements, and organizes countywide and agency-wide homeless initiatives.
- Provide oversight for HHIP reporting requirements, complete reporting requirements, and oversee disbursement of funds.

Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

Education and experience

- Bachelor's Degree in Business Administration, Public Health, Health Care Management, or Public Policy required. MBA, MPH or MPP preferred.
- Minimum three (3) years of project/program management experience required.
- Experience with driving systems level change, data visualization, and housing preferred.
- Medicaid managed care experience strongly preferred.

Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint.
- Social determinants of health programs and services and health care public policy issues.
- Relationship building and interpersonal skills.
- Financial, quantitative, and contracting acumen.

- Change management, process improvement and redesign.
- Organizational behavior skills with a focus on driving for results.
- Project management, program evaluation and consulting skills.
- Quantitative and qualitative research and evaluation methods.
- Accrediting and regulatory body requirements.

Ability to:

- Work cooperatively with others.
- Work as part of a team and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks.
- Think critically and make informed decisions.

Salary and benefits

The starting salary range depends on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume and cover letter with salary expectations directly to
careers@hpsm.org

File by: Continuous until filled. EOE

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.