

**TITLE:** Programs Specialist (full-time)

**Pay Type:** Full-time

**FLSA:** Exempt

**COMPENSATION**: $50,000

**REPORTS TO:** Programs Team Leader

**ORGANIZATION SUMMARY**

The Metro Dallas Homeless Alliance assists a continuum of programs working to end homelessness in Dallas and Collin Counties by providing community‐wide technical assistance and implementation of strategic systemic changes to build and effective homeless response system.

**POSTION SUMMARY:**

MDHA is looking for passionate specialist to join us in ending homelessness in Dallas and Collin Counties.The Specialist will problem-solve challenging issues with diverse teams and stakeholders and manage projects effectively and efficiently.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

Under the supervision of the CoC Programs Team Leader, the Programs Specialist will

* Provide guidance/consultation, training, and written products focused on solutions to homelessness and HUD homeless programs
* Build strong relationships with providers to encourage broad systemic support for initiatives aimed at decreasing homelessness.
* Support communities with COVID re-housing and recovery efforts, implementing best practices and improving system performance.
* Stay current on HUD policy priorities and advise communities on compliance with HUD regulations.
* Implement the assessment and prioritization policies and procedures for the Continuum of Care.
* Provide guidance/consultation, training, and written products focused on solutions to ensure Coordinated Access System is effective
* Employees will be providing direct services to the homeless population of Dallas and Collin Counties.
* Provide highly cooperative and informative customer service in all interactions with customer agencies and internal colleagues
* Research and analyze best practices that will improve housing programs and the Continuum’s homeless response system.
* Monitor and analyze the performance of CoC and ESG funded agencies to ensure system performance measures are met.

**KNOWLEDGE AND SKILLS:**

* Passion for ending homelessness.
* Excellent standards of customer service and professional communication.
* Bachelor’s Degree in Social Work, Human Services, or Public Administration or similar field, plus 2 years work experience or, Bachelor’s degree or three years or more with experience in client intake and documentation, human services, or information and technology environments.
* Familiarity with HUDs homeless programs and regulations.
* Superior written and verbal communication skills.
* Attention to detail and ability to effectively and efficiently perform multiple tasks and balance competing priorities, while working under strict deadlines in a fast-paced environment.
* Ability to take initiative and independently respond to situations.
* Direct experience working for a CoC or ESG jurisdiction desired.
* Ability to work as a member of a team.
* Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.

**REQUIREMENTS:**

* Must have reliable transportation, valid state issued driver’s license and car insurance. Please note that travel is required on a limited basis.
* Excellent proficiency in Microsoft Office, especially Excel.
* Must be flexible to work at different sites as scheduled.
* Limited requirements, must be able to maintain files and lift objects that weigh up to 25 lbs.

**WORK SCHEDULE:**

MDHA considers normal hours of operation Monday – Friday from 8:00am-5:00pm. Some nights and weekend meetings might be required to meet the need of partner agencies, property owner schedules or to represent MDHA at community meetings. This fulltime position is mostly remote until further notice. In person training will resume soon.

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**Work Hours/Schedule**

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**COMPENSATION**

* The salary for this position is $50,000
* MDHA will provide a laptop. We will additionally provide the applicant a phone and/or hot spot if needed.

**TO APPLY**

Please send your resume and cover letter to Shavon Moore at Shavon.moore@mdhadallas.org.