

Operations Manager: Home for Good Anchorage

Anchorage, Alaska

In collaboration with a wide coalition of community partners, the Home for Good Operations Manager will play a key role in the execution of Home for Good Anchorage, coordinating delivery and ensuring fidelity of services for the project to maximize its positive impact for the community.

Organization Overview

United Way of Anchorage mobilizes the community to make lasting, measurable changes in community conditions that improve lives. We have adopted a unique approach to community problem-solving called collective impact which allows us to directly engage with communities. Our workplace is fast-paced, collaborative, and adaptive.

About Home for Good Anchorage

Home for Good Anchorage is a public-private partnership that aims to connect people experiencing persistent homelessness with stable housing and robust supportive services. The project serves individuals experiencing complex challenges who also have a history of interacting with the homelessness, criminal justice, and emergency healthcare systems. It is being financed through a Pay for Success contracting and funding mechanism that links payment to performance. Funding to sustain and expand the project will be unlocked by achieving specific, predetermined outcomes, as measured by a third-party evaluator. This is Alaska's first Pay for Success project and the first Pay for Success project in the nation to serve a significant Alaska Native population.

About the Position

Critical focus areas for this position include:

Monitoring operations of the program and supporting capacity-building

- Manage relationships with service delivery providers as to project execution, including through check-ins; conferring with partners on timing and qualifications of new hires and on staffing; reinforcing and refining project delivery expectations and standards; and promoting timely collection and reporting of data.
- Identify, troubleshoot, and proactively address project and provider challenges, adjusting service delivery plans as needed to improve project performance. Provide targeted guidance to ensure that housing and services adhere to evidence-based best practices, and coordinate additional technical assistance where needed.
- Support coordination and communication among providers, including: as to landlord relationships; coaching and empowering providers to convene joint case conferencing; and sharing promising practices and emerging lessons, including key provider performance and budget management practices (e.g., securing housing vouchers, maximizing Medicaid billing).

Liaising with external technical assistance expertise

- Act as primary point of contact for technical assistance providers to the project, directing them toward specific provider needs and project areas of concern (e.g., support in acquiring units and connecting with landlords).

Contributing to development and execution of housing and subsidy pathway

- Work with the Home for Good Project Director and outside partners to develop strategy to expand housing and housing subsidy options.

Participating in project governance processes

- Participate in regular project governance sessions, including acting as meeting leader for the Operating Committee and supporting the Project Director in the Executive Committee. Create and develop project change requests as needed.

Setting and realizing a vision

- Build a plan to coach across outside service delivery providers about the use and implementation of evidence-based practices that increase the providers' ability to house people and to increase participants' quality of life.
- Inspire and coach teams at outside service providers with a clear vision, all the while maintaining respect for outside providers' differing organizational cultures.

Qualifications

We seek applicants with the ability to work independently who prize the value of collaboration. A demonstrated commitment to building the community's system of care for people experiencing homelessness—eager to guide others in evidence-based practices—is a plus. The ideal candidate will have a breadth of relationships across Anchorage's public and private sectors; depth of knowledge about the nuances of successful housing strategies; and the flexibility, creativity, and adaptability to guide the project through unexpected challenges.

Familiarity with the principles of intensive case management (ICM) or assertive community treatment (ACT) is a plus. Preferred is a master's degree and a minimum of 2 years post-licensure experience working with persons who have complex life circumstances such as: complex trauma; substance use; physical and behavioral disabilities; and homelessness. Experience teaching adult learners from multiple disciplines and cultures is an additional plus.

In addition, candidates should have the following:

- Strong project management skills; ability to lead and coordinate multiple workstreams without sacrificing excellence or accuracy.
- Comfort working with data and a results-oriented mentality.
- Exceptional interpersonal and relationship management skills; ability to successfully manage complex situations; strong active listening and empathy skills.
- Ability to find common ground and effectively facilitate discussion among stakeholder groups with divergent views.
- Sense of humor and the flexibility to regularly incorporate feedback, and ability to create and maintain a positive, productive attitude in the face of challenges.

Place of Work: 701 West 8th Avenue, Suite 230, Anchorage, Alaska 99501; and remotely as required

Hours of Work: 8:30 am – 5:00 pm, Monday – Friday

Salary: \$67,000 – \$85,000, DOE, plus benefits, including holiday pay; medical, dental, and vision insurance; and a retirement plan

To Apply: Submit letter of interest and resume to Eric Glatt at HomeForGood.Housing@ak.org

Position open until filled.