

The Opportunity

The Baltimore Regional Housing Partnership (BRHP), which operates the Baltimore Housing Mobility Program, is a 501(c)(3) that assists over 4,000 qualified families in moving from areas of concentrated poverty and obtaining quality and affordable housing in communities with strong schools, low crime, and ample job opportunities in high opportunity areas within Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties.

BRHP seeks a Program Training Specialist who cares about providing the best service to low-income families and is passionate about developing upward mobility. Reporting to the Managing Director of Operations and Program Evaluation, the Program Training Specialist will be responsible for implementation of a training program focused on internal and external housing mobility training needs of clients, staff, and other stakeholders.

Essential Duties and Responsibilities

The below statements are intended to describe the general nature and scope of work for the position. This is not a complete listing of all responsibilities, duties, or skills required.

- Develop and utilize extensive knowledge of the Baltimore Housing Mobility Program and BRHP program policies and procedures to build the capacity of clients, staff, and other stakeholders in facilitating access to housing in resource rich neighborhoods – including all aspects of housing counseling, property partner outreach, HCV program enhancements, and other organizational best practices.
- Ensure compliance with BRHP's Administrative Plan, Standard Operating Procedures, and HUD regulations.
- Develop and deliver programmatic course curriculum to clients, staff, and other stakeholders.
- Create diverse and engaging methods of content delivery for internal and external presentations.
- Create and maintain a library of training materials (i.e. slide decks, training handbooks, training handouts, operational procedures and forms, etc.).
- Manage client-led comprehensive learning plans for pipeline of families from boutique housing mobility projects.
- Educate other PHA's and mission-driven nonprofit organizations on successful mobility counseling practices.
- Assist with the scheduling, coordination, and delivery of providing technical assistance (i.e. BRHP hosted site visits, monthly calls, off site visits, etc.) to client organizations (i.e. housing agencies/nonprofits from other jurisdictions).
- Collaborate closely with BRHP counselors to identify training needs of clients.
- Design and implement methods for testing, evaluation and feedback to determine effectiveness of instruction; proposing changes when needed.
- Provide technical support to internal and external stakeholders.
- Contribute to the identification and implementation of best practice housing counseling services and suggest improvement strategies
- Network with regional partners and service communities to identify resources to assist with training.

- Participate in external regional and national studies, conferences, and marketing opportunities advocating for increased housing mobility services
- Perform other duties as assigned.

General Requirements

- Honesty and integrity
- Strong work ethic
- Track record of reliable attendance and punctuality
- Demonstrating through example, professional behavior and respect for colleagues, clients and external partners
- Collaborative, supportive approach to work, open-minded to learning new process with an ability to manage change
- Ability to work in a fast-paced, team environment
- Ability to handle and prioritize multiple projects, deadlines, and excellent time management
- Experience working with a diverse population
- Sense of humor

Required Knowledge & Skills

- Commitment to BRHP's mission and purpose
- Ability to act as an enthusiastic representative of BRHP to the public
- Excellent external and internal customer service skills
- Excellent demonstrated skills in writing, communication, and presentation
- Strong judgment, reasoning, time management
- Ability to synthesize information and relay and incorporate feedback from variety of stakeholders
- Strong organizational skills and attention to detail
- Ability to complete multiple tasks in a fast-paced environment
- Ability to respect privacy and confidentiality of client information
- Willingness to travel locally, regionally, or nationally as needed.
- Proficient in Microsoft Office (particularly Excel and PowerPoint), Yardi, SharePoint, or equivalent applications

Qualifications

- Bachelor's degree from an accredited university in the field of Social Work, Counseling, Psychology, Public Policy or a closely related field
- At least five years of experience in social services, and/or providing direct service to low-income families

Preferred Qualifications

- Master's degree from a regionally accredited institution in Public Administration, Business Administration or Social Science or Licensed Social Worker
- Prior experience working with a Housing Choice Voucher program or other affordable housing program

- Understanding of the Baltimore region, including government, non-profit, and social service organizations
- Prior experience connecting low-income families to high quality housing opportunities
- Experience in start-up organizations and change management

How to Apply

- Job Type: Exempt, Full-time plus benefits
- Salary: \$50,000-\$52,000

****Please note:** Though we are currently operating under a hybrid work model, an onsite/in-office presence is required! In addition, under the guidance of the Equal Employment Opportunity Commission (EEOC) on workplace COVID-19 vaccination policies and in accordance with BRHP's duty to provide and maintain a workplace that is free of known hazards to protect the health of our employees, their families and our customers, BRHP requires employees to provide proof of the COVID-19 vaccination when asked. Effective July 1, 2021, newly hired employees must provide proof of the COVID-19 vaccination (including initial doses or booster) at Onboarding or within 30 days of the hire date. Only an approved reasonable accommodation will be accepted to be exempted from this requirement for newly hired employees. If proof of the COVID-19 vaccination is not provided at or before Onboarding, then a negative COVID-19 test taken within the last 72 hours must be submitted on your first day in the office. ******