

# Job Title: Community Programs Manager - Weatherization Assistance Program

## Work for Indiana

Grow your career with the State of Indiana! With more than 50 executive branch agencies, the State of Indiana is a diverse workforce offering employees stimulating and challenging projects across a broad scope of career opportunities. As a State of Indiana employee, you impact the well-being of Indiana's communities every day.

At the State of Indiana, we don't just talk about diversity and inclusion - Our goal is to create a welcoming, accessible, and equitable workplace, with a workforce that is representative of the State of Indiana population. As a proud equal opportunity employer, reasonable accommodations may be available to enable individuals with disabilities to complete the application and interview process, as well as perform the essential functions of a role.

**Next Level benefits at the State of Indiana are here! Be sure to review our expanded benefit package offerings below.**

### **About the Indiana Housing and Community Development Authority (IHCDA):**

The Indiana Housing and Community Development Authority (IHCDA) is a quasi-agency of the State of Indiana and is committed to serving the entire spectrum of housing, from homelessness to homeownership. Our charge is to provide housing opportunities, promote self-sufficiency and strengthen communities, in order to build an Indiana with a sustainable quality of life for all Hoosiers in the community of their choice. To learn more about IHCDA visit us at [www.in.gov/ihcda](http://www.in.gov/ihcda).

**Role Overview:** This position will need to be in the field 25% of the time going into homes that are actively being weatherized. This role is more physically demanding than an office role.

### **About the Job:**

The Weatherization Assistance Program provides home energy-savings updates to eligible households. Indiana typically serves over 1,000 households a year. This position contributes to fulfilling the IHCDA mission and meeting strategic and annual IHCDA operational and program goals by engaging in day-to-day operations for the Weatherization team.

Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners; demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by IHCDA and its associated governing entities.

### **A Day in the Life:**

Program Strategy (in partnership with Director of Energy and Utility Programs)

- Set annual program strategy and objectives
- Develop and update all necessary program policy and guidance, including the program manual and state plan
- Interpret and apply federal guidance to program policy
- Ensure that the program is in compliance with all Federal and State legislation and guidance
- Track and apply national and state trends, promising practices, and legislation
- Determine and monitor program budgets and subgrant allocations
- Develop and manage all contracts and MOAs needed for the program
- Identify opportunities for Innovation in the Program

Program Management

- Oversee all day-to-day operations of the program
- Develop & ensure all program Standard Operating Procedures (SOPs) are up to date
- Is accountable for all Federal or State required plans, reports, and other documents are completed according to specifications and submitted on time
- Is accountable for ensuring that subgrant grant agreements, budget modifications, and amendments are distributed and entered in a timely fashion
- Address complex client and vendor issues when elevated

- Coordinate with IT vendors and IHCD A IT personnel to develop and maintain data systems needed to effectively administer and report on the program
- Work closely with program staff and program monitors to ensure all work of the program is completed efficiently and effectively
- Develop content for IHCD A board approval
- Conduct regular team meetings and attend program managers meetings
- Coordinate with other IHCD A departments to ensure smooth program operations
- Respond to requests for information from IHCD A Leadership, State Leadership and Federal Partners

#### Ensure subgrantee and contractor effectiveness

- Oversee subgrantee and contractor progress and performance
- Actively build and maintain positive working relationships with subgrantees and contractors
- Prepare and send notices and important updates to subgrantees and contractors
- Plan sufficient training opportunities for subgrantees to effectively implement the program
- Oversee and assist with answering subgrantee policy and program questions
- Collaborate with program monitors and contractors to address any training/technical assistance needed
- Oversee tracking of client complains regarding subgrantee performance
- Develop Professional Service Contracts as needed

#### Supervise Staff

- Maintain a climate that attracts, retains and motivates top quality personnel
- Supervise and provide direction to program staff
- Train, enable and empower program staff
- Respect and utilize the skills, expertise, experience and insights of program staff
- Ensure quality decision making amongst program staff
- Anticipate conflicts and facilitate resolution amongst staff/stakeholders
- Conduct regular 1:1 meetings with supervisees
- Set aggressive yet realistic goals and work with program staff to achieve them
- Attend and participate in supervisor meetings

### **What You'll Need for Success:**

#### Interpersonal Communication

- Highly collaborative style; works well with a variety of individuals with diverse backgrounds, education, and economic levels
- Ability to have discussions with network that are technical in nature
- Demonstrates customer service orientation
- Able to maintain confidentiality of client and agency information

#### Accomplishment Oriented

- Performs responsibilities efficiently and effectively
- Able to prioritize and organize to meet deadlines and adhere to task and project timelines
- Strong attention to detail and follow-through
- Proactive in anticipating and alerting others to problems with projects or processes

#### Entrepreneurial Mindset

- Able to learn quickly and apply new knowledge to existing frameworks
- Demonstrates a high level of problem-solving ability; thinks logically and analytically
- Practices continuous quality improvement in all work activities
- Excels at juggling multiple requests under time and resource pressures, while remaining flexible to changing assignments and agency priorities

#### Skill/Ability

- Demonstrates exceptional writing and editing skills
- Understanding of the technical nature of WAP
- Ability to attend multiple trainings at the Training Center currently located in Indianapolis and to understand the work that occurs in the field.
- Demonstrates business-related computer skills including Microsoft Word, PowerPoint, Excel, Teams, Outlook and Internet usage (e-mail)

#### Manager-Specific

- Able to work independently and enjoy the creation and implementation of new initiatives
- Able to influence and persuade within the team and across IHCD A
- Strong track record as an implementer who thrives on managing a variety of high priority initiatives concurrently
- Able to operationalize big ideas and identify and undertake steps needed to complete large complex projects
- Demonstrates strong online and in person presentation and facilitation skills

- Experience in management, supervision and federal and/or state grant funding required
- At least 5 years work experience and 2 years managing government or nonprofit programs (or similar compatible experience) required
- Certifications relevant to work in Weatherization preferred
- Bachelor's degree required; Master's degree in business or public administration preferred

### **Benefits of Employment with the State of Indiana:**

The State of Indiana offers a comprehensive benefit package for full-time employees which includes:

- Three (3) medical plan options (including RX coverage) as well as vision and dental plans
- Wellness Rewards Program: Complete wellness activities to earn gift card rewards
- Health savings account, which includes bi-weekly state contribution
- Flexible work scheduling options, including the potential for hybrid remote work for employees whose work may be performed outside state facilities
- Deferred compensation 457B account (similar to 401k plan) with employer match
- Two (2) fully-funded pension plan options
- A robust, comprehensive program of leave policies covering a variety of employee needs, including but not limited to:
  - 150 hours of paid new parent leave
  - Up to 15 hours of paid community service leave
- Combined 180 hours of paid vacation, personal, and sick leave time off
- 12 paid holidays, 14 on election years
- Education Reimbursement Program
- Group life insurance
- Referral Bonus program
- Employee assistance program that allows for covered behavioral health visits
- Qualified employer for the Public Service Loan Forgiveness Program
- Free Parking for most positions
- Free LinkedIn Learning access

### **Equal Employment Opportunity:**

The State of Indiana is an Equal Opportunity Employer and is committed to recruit, select, develop, and promote employees based on individual ability and job performance. Our policy is to provide equal employment opportunity to all people in all aspects of employer-employee relations without discrimination because of race, color, creed, religion, sex, national origin, ancestry, age, sexual orientation, gender identity, physical or mental disability, or veteran status. We will comply with the spirit as well as the letter of all applicable state and federal laws.

If you are a qualified individual with a disability and require reasonable accommodation in completing this application, you can request assistance by contacting the Indiana State Personnel Department at [jobs@spd.IN.gov](mailto:jobs@spd.IN.gov).

The State of Indiana has established a culture that welcomes equity, inclusion, and opportunity for all employees and applicants. We encourage you to apply if you feel you have the transferrable skills to be successful in this position and we look forward to reviewing your application.