



Housing Program Training Manager

National CAPACD seeks a full-time Housing Program Training Manager to provide technical assistance that will stabilize and grow a national network of HUD-approved Housing Counseling Agencies that serve low-income Asian American Pacific Islander communities.

The National Coalition for Asian Pacific American Community Development (National CAPACD) is a progressive coalition of local organizations that advocate for and organize in low-income Asian American and Pacific Islander (AAPI) communities and neighborhoods. We strengthen and mobilize our members to build power nationally and further our vision of economic and social justice for all.

National CAPACD's core values of inclusion, respect, integrity, learning, performance, accountability, celebration, and hope for the future are at the heart of everything we do and we look for individuals who share our commitments.

National CAPACD is the first and only HUD-approved housing counseling intermediary in the country that specifically targets the needs of low- and moderate-income AAPI families. Our network of almost 15 community-based organizations provide housing counseling on a variety of topics including pre-purchase, post-purchase, foreclosure, rental, and homelessness prevention. National CAPACD's role is to ensure network compliance with HUD program requirements, support local agencies' capacity to meet the housing counseling and financial education needs of AAPI communities, and to build a bench of advocates for community change.

The Housing Program Training Manager will develop and implement capacity building strategies to support a network of HUD-approved Housing Counseling Agencies (HCAs) across the country to comply with HUD program requirements and regulations, including HUD counselor certification. In collaboration with other program staff, the Training Manager will expand and strengthen National CAPACD's Housing Counseling Network to effectively deliver linguistically and culturally appropriate housing counseling services. The Housing Program Training Manager will do this through building a program to increase HCAs' ability to access funding, technical assistance, and training. The Housing Program Training Manager will report to the Director of Economic Empowerment and will collaborate closely with the Housing Program Manager and Housing Program Coordinator who oversee grant management and compliance. The Training Manager may task supervise and support other program staff to ensure successful implementation and sustainable growth. This is an exempt, full-time position based in either our Oakland, CA or Washington, DC office.

Roles and Responsibilities Include:

- Lead the design and deployment of a dedicated technical assistance and training program, inclusive of:
 - Coordinating individualized technical assistance and group trainings for HCAs,
 - Systematizing trainings and network convenings under a cohesive, coordinated delivery strategy—with a special focus on onboarding new housing counselors,
 - Providing targeted support and resources to housing counselors who are studying to pass the HUD Certification Exam,
 - Coordinating professional development and learning opportunities for housing

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- counselors through development and management of strategic partnerships with other national and local trainers, including dissemination of available scholarships,
- Coordinating activities that identify and elevate best practices among network organizations, inclusive of regular in-person and remote webinars and trainings, bi-annual Convention sessions, articles/newsletters/social media posts,
 - Maintaining regular and ongoing relationships with HCAs and counselors to determine the most relevant training needs and develop and facilitate curricula to meet those needs,
 - Identifying and expanding effective TA strategies currently offered by National CAPACD and develop and integrate new complementary activities that grow professional development offerings available to housing counselors,
 - Centralizing and curating housing counseling resources in AAPI languages;
- Managing grants to HCAs, including:
- Disseminating sub-grant awards, contracts, scholarship applications, and reporting documentation,
 - Monitoring quality assurance and ensuring compliance of sub-grantees through site visits, financial and case file audits, regular communication, and program evaluation activities,
 - Tracking and reporting on program outcomes to ensure grant and fiscal compliance. This includes quarterly collection, auditing and filing of reports, communicating to funders, and monitoring budgets,
 - Overseeing National CAPACD's grants program for peer-to-peer training (called ACTION TA);
- Coordinate and manage consultants as necessary for program development and implementation, including trainers and TA providers, researchers and program development consultants, and other consultants as assigned;
- Identifying and developing a pipeline of new agencies interested in becoming HUD-approved, including:
- Developing a process and documentation to support new agencies to become HUD-approved HCAs,
 - Identifying markets and organizations that help fill gaps within the existing network and meet underserved housing counseling needs within the AAPI community;
- Support Housing Counseling Manager with Work Plan audits, site visits, and invoice documentation reviews as needed;
- Contribute to the development of original research, papers, op-eds, and other publications that elevate the role of National CAPACD and its partners in the area of housing counseling, asset building, and economic security.

Other Functions and Responsibilities:

- Support the planning and implementation the bi-annual Building CAPACD Convention and other organization-wide events;
- Other duties as assigned.

Required Qualifications:

- 5+ years of work experience including at least 2+ years as a housing counselor and/or housing program manager at a HUD-approved housing counseling agency;
- Willingness to obtain HUD housing counseling certification;

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- Experience providing technical assistance to working professionals;
- A team player with a demonstrated ability to work well in a collaborative environment;
- Working knowledge of issues facing low-income, immigrant, and Limited English Proficient (LEP) AAPI communities;
- Strong organizational, project management, and facilitation ability;
- Excellent attention to detail and ability to prioritize and multi-task;
- Excellent analytical, problem-solving, and interpersonal skills;
- Exceptional written and oral communications;
- Bachelor's degree or equivalent experience.

Desired Qualifications:

- HUD housing counseling certification;
- Experience delivering training and adapting/creating training curricula;
- Experience with non-profit grant-making processes;
- Master's degree in social work, organizational management, public administration, education, or related topics.

Physical Factors:

- Ability to remain in a stationary position to operate a computer (and other office productivity machinery), and manual dexterity to operate a keyboard, for extended periods of time;
- Ability to occasionally lift objects weighing up to 10 pounds;
- Must be able to travel domestically with overnight stay, at least 4-5 times per year.

Working Conditions:

- Moderate noise (i.e. business office with computers, phone, and printers; light traffic);
- Ability to work in a confined area indoors.

Compensation:

The Housing Program Training Manager is a full-time, exempt position based in either our Oakland, CA or Washington, DC office. Annual salary range is \$70,000 - \$85,000, depending on background, certification, and experience. National CAPACD is pleased to offer a comprehensive benefits package that includes 100% employer-covered health insurance for employees, 75% employer-covered health insurance for eligible family members, basic life and long-term disability, and paid parental leave. In addition, we offer 15 days accrued annual vacation at the start of employment, 7 days accrued annual sick leave, 403(b) retirement fund with employer match, 3-month sabbatical leave upon completion of 7 years of continuous employment, 13 holidays plus the week between Christmas and New Year's off, and a hybrid remote/in-person work schedule.

COVID-19 Note:

This position is temporarily remote due to COVID-19. Applicants will need to be available to work from National CAPACD's Oakland, CA or Washington, DC office at least two days a week upon the conclusion of National CAPACD's work from home status, timing TBD. A COVID-19 vaccination and masks will be required when we return to the office.

To Apply:

Applications will be accepted until position is filled. Please email cover letter and resume to apply@nationalcapacd.org, with Housing Program Training Manager Application as the subject line.

Only complete applications will be considered.

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National CAPACD is an Equal Opportunity Employer. People of color, members of the LGBTQ community, people with disabilities, and women are strongly encouraged to apply. Accommodations for applicants may be available upon request. No calls, please.

04/21/2022