The National Alliance to End Homelessness (Alliance) is an influential national nonprofit devoted to finding and advancing solutions to homelessness. Our team is focused on making an impact. We seek a Project Associate to contribute to the impacts and outcomes of our Center for Capacity Building and Center for Learning.

The Alliance Center for Capacity Building (the Center) is a mission-driven division of the organization that helps cities, counties, states and nonprofits move more quickly toward an end to homelessness. The Center for Learning (the CFL) is a comprehensive learning management system, to help train frontline service providers, stakeholders, and system leaders implement best practice and effective strategies to end homelessness. Together, the Center and the CFL does this by working these stakeholders and with people experiencing homelessness to implement evidence-based best practices, and to innovate in new and emerging areas of concern. Additionally, the Center works collaboratively with public, private and nonprofit sector partners. It focuses on key areas of system and program performance including: diversion, outreach, coordinated assessment and entry, emergency shelter and services, self-resolution, rapid re-housing, permanent supportive housing, and housing subsidy. It covers the full spectrum of homeless subpopulations including children and youth, families, veterans, individual adults, chronically homeless people, and people with disabilities. It is always attentive to the special needs of LGBTQ people and racial and ethnic minorities, and the particular strategies needed to address their distinct experiences of homelessness.

The Center provides customized consultation services, remote and on-site technical assistance and trainings, online learning, and learning collaborative environments. It is research-informed, works to center race equity in all its activities, and always pursues the goal of reducing the number of people who experience homelessness.

If you are committed to helping the nation SOLVE the problem of homelessness, consider joining the Alliance.

What we are looking for:
The Alliance is looking for a talented Project Associate (Associate) who is mission-motivated, impact oriented and committed to ending homelessness. We seek someone with high energy, excellent organizational and communications skills, and is attentive to details. The Associate will possess an affinity for analysis, designing processes, process improvement utilizing technological tools, and cost-benefit analysis. A successful Associate will also value close collaboration with team members, and also be self-motivated and able to work independently.

What you will do:
The Associate will support the effectiveness of the Center by providing administrative coordination and programmatic support to its core training and technical assistance activities, including the CFL.
Programmatic Support

- Support ongoing development and continuous updating of online resources to support the implementation of evidence-based best practices, innovations and emerging areas of concern.
- Assist the Center and Alliance team members and the Online Learning Manager to create online courses utilizing content from subject matter experts.
- Assist in the creation of course development aids and tutorials for subject matter experts.
- Support online course development through integration of live webcasts, uploading and organizing course files, testing online courses and testing mobile compatibility of online courses.
- Assist with client community project activities as needed; and communicate with contacts in the field to gather information for projects or to document emerging and best practices.
- Participate in the Center’s team meetings and calls, and other relevant meetings and calls with communities and others, as directed.

Administrative Support

- Field, refer, and track requests for technical assistance and training that come through the Alliance’s “infobox,” the Center’s email and website, and from staff, partners, and colleagues.
- Field, refer, and track requests for assistance that come through the CFL’s email, specific course related emails, Tier 1 Support, and requests for course discounts via the CFL’s webpage.
- Help develop, edit, and complete project proposals and executing contracts.
- Monitor project activities and compile information about the team’s progress on contract deliverables to support the finance team’s timely invoicing and billing.
- Support Online Learning Manager to devise technology-based solutions to process problems.
- Support ongoing evaluation of Center activities through the creation and facilitation of evaluation and project coordination tools to ensure integration of lessons learning into policies and processes.

Other duties as assigned by the Center Director.

What a successful candidate will need:

Education and experience:

- Bachelor’s degree or equivalent experience.
- Three or more years’ experience working as a project Associate or in a field related to homelessness.

Knowledge and skills:

Required:

- Demonstrated commitment to delivering an impact on homelessness, poverty, or related issues.
- Demonstrated experience and ability to recognize and respond to the ways race, ethnic, sexual orientation, and gender identity intersect to further promote racial equity and social justice.
- Demonstrated experience and ability in working with marginalized or vulnerable populations (e.g., LGBTQ, people with disabilities, people experiencing homelessness, etc.).
- Demonstrated ability with two-stage problem solving (e.g., temporary low-lift solutions and more desirable solutions over time).
- Demonstrated ability to conceptualize, initiate, and implement tasks as they roll up to the larger goals and strategy. Is data-driven, with strong cognitive skills regarding data.
- Demonstrated ability to work well independently and within a cross-disciplinary team environment.
- Demonstrated commitment to user experience and the idea that training is empowering and supportive.
- Demonstrated ability to coordinate numerous projects simultaneously, excellent organizational skills, and attentiveness to details.
- Strong communication skills, responsive over email and Slack.
- Tech-savvy.
- Advanced Excel skills.
- Willingness to explore new platforms and tech tools related to online learning and virtual, interactive trainings.
What we can offer you:
The Alliance is strong, flexible team of professionals who work collaboratively to achieve our mission of preventing and ending homelessness in the nation. We offer a supportive work environment in which staff has both the responsibility and opportunity to pursue and achieve solutions to a national social problem. In addition to an environment in which every member of the staff is valued and has the opportunity to contribute, the Alliance offers the following benefits.

- Hybrid work environment. *Currently three days telework and two eight-hour days in the office each week. As the Alliance’s hybrid work schedule evolves, candidates should anticipate that the schedule may change.*
- Competitive salary
- Employer supported health, dental, vision, life, and disability insurance
- 403(b) retirement plan
- Paid vacation, personal, and sick leave and a generous holiday schedule

How to Apply:
Email resume, cover letter, and two brief and relevant writing samples to jobs@naeh.org. Please use “Project Associate” in subject line of your email.

*The Alliance is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.*