



David Johnston

Program Manager II, Housing Services Programs

☎ (916) 555-7318 ✉ david.johnston@example.com

🌐 linkedin.com/example/davidjohnston 📍 Sacramento, CA 95816

STRENGTHS

- 👤 **Program Leadership**
Led two service units through competing priorities, and staff looked to clear decisions when implementation pressure increased.
- ✅ **Funding Compliance**
Turned federal, state, and local requirements into usable controls. A practical checklist often prevented late reporting surprises.
- ♥ **Community Service**
Supported households facing housing instability, disability, or homelessness. Listening closely helped partners shape workable referrals.
- 👥 **Staff Supervision**
Used workload planning and coaching during difficult cases, giving professional staff room to decide with accountability.
- 🔗 **Partner Coordination**
Connected providers, agencies, and fiscal teams around shared deliverables. Follow up became clearer after commitments were documented.

SKILLS

Program Development

Affordable Housing

Supportive Services

Homelessness Programs

Public Administration

Staff Supervision

Funding Compliance

Strategic Planning

Community Partnerships

Special Projects

SUMMARY

Public sector program manager with 10 years of experience developing and implementing housing, human services, and community **programs**. Leads two housing and supportive services units serving low income households, **people experiencing homelessness**, seniors, and **people with disabilities**. Converts federal, state, and local funding requirements into operating procedures, staff priorities, review controls, documentation standards, and measurable implementation plans. Supervises professional staff with limited oversight, coordinates nonprofit and public partners, and manages visible special projects from planning through delivery. Brings practical judgment in affordable housing operations, compliance, **strategic planning**, fiscal coordination, community engagement, and executive communication. Regularly presents program status, risks, and recommendations to leadership and stakeholders, including evening meetings. Prepared to contribute disciplined program leadership, compassionate service coordination, and accountable public administration judgment in a housing services environment.

EXPERIENCE

Senior Program Manager, Housing and Supportive Services

Redwood Community Services Agency 📅 August 2022 - Present 📍 Sacramento, CA

Leads two housing and **supportive services** units, guiding professional staff, public partners, funding compliance, operating procedures, and high visibility special projects serving vulnerable communities.

- Led two housing units serving low income households, seniors, and **people experiencing homelessness**.
- Translated funding conditions into **procedures**, review controls, assignments, and documentation standards.
- Set **program goals** using service, budget, and compliance reporting to prioritize **special projects**.
- Supervised professional staff through workload planning, escalation review, and performance coaching.
- Coordinated **affordable housing** initiatives with nonprofit providers, public partners, and fiscal staff.
- Presented implementation risks and program status during leadership and evening community meetings.

Program Manager, Housing Stability Programs

Capital Region Housing Collaborative 📅 July 2019 - July 2022 📍 Sacramento, CA

Managed publicly funded housing stability programs from launch planning through compliance review, supervising staff and coordinating providers, agencies, reporting, and special projects.

- Launched housing stability programs through planning, provider coordination, and recurring compliance review.
- Built eligibility procedures that clarified documentation, reporting, escalation, and quality checks.
- Supervised staff coordinating **supportive services** and housing referrals for varied accessibility needs.
- Reviewed funding data with finance staff, finding documentation gaps before reporting deadlines.
- Coordinated special projects across providers and agencies, clarifying deliverables and dependencies.
- Represented **operations** at partner meetings, converting commitments into accountable follow up.

Program Analyst, Community Programs

Sierra Public Initiatives Group 📅 June 2016 - June 2019 📍 Davis, CA

Program Operations
Procedure Development
Compliance Review
Community Meetings
Staff Coaching

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Senior Program Manager, Housing and Supportive Services at Redwood Community Services Agency (4.1 Years)
- Program Manager, Housing Stability Programs at Capital Region Housing Collaborative (3 Years)
- Program Analyst, Community Programs at Sierra Public Initiatives Group (3 Years)
- Program Coordinator, Community Programs at Valley Civic Programs Office (1.9 Years)

Supported public and nonprofit **program implementation** through policy research, work plans, documentation review, reporting, procedure development, and stakeholder coordination.

- Maintained work plans and researched policy requirements for implementation recommendations.
- Reviewed participant files against grant requirements, surfacing exceptions for corrective action.
- Prepared leadership reports combining service activity, milestones, and unresolved risks.
- Developed intake procedures and reference materials that clarified partner coordination.
- Coordinated public stakeholder materials and follow up across community service projects.
- Tracked concurrent implementation tasks and deadlines across multiple service locations.

Program Coordinator, Community Programs

Valley Civic Programs Office 📅 June 2014 - May 2016 📍 Stockton, CA

Coordinated public facing community programs through scheduling, records management, grant files, partner meetings, procedure updates, travel logistics, and compliance support.

- Coordinated schedules, records, and implementation tasks for public facing programs.
- Maintained grant files supporting reporting, monitoring visits, and compliance checks.
- Prepared service summaries and issue logs that clarified participant needs for managers.
- Scheduled partner meetings and documented decisions, deadlines, and ownership.
- Updated forms and procedures after policy changes, checking materials for consistency.
- Handled **travel** logistics across service locations, including occasional evening sessions.

PROJECTS

Affordable Housing Compliance Modernization 📅 2024

Converted varied funding requirements into shared review procedures, documentation controls, and staff workflows. Clearer records helped teams identify issues earlier and protect service continuity for vulnerable households.

Supportive Services Partnership Planning 📅 2022

Coordinated providers, public partners, and fiscal staff around housing referrals and supportive services. Shared priorities made follow up more visible and gave community commitments a practical path forward.

LEADERSHIP & AWARDS

- Recognized by agency leadership for dependable coordination of high visibility housing and supportive services initiatives.
- Selected to present program implementation updates during leadership, partner, and community meetings.
- Trusted with concurrent special projects involving public agencies, nonprofit providers, finance staff, and service teams.

EDUCATION

Bachelor's Degree in Public Administration

California State University, Sacramento 🎓 GPA: 0 📅 2014 📍 Sacramento, CA

Coursework: *Program Development, Public Finance, Organizational Management, Government Policy*

CERTIFICATIONS

- California Class C Driver's License 📅 2026
- Public Administration Degree 📅 2014

TECHNICAL SKILLS

- **Program Management:** Program planning, implementation planning, program operations
- **Housing Services:** Affordable housing, housing stability, supportive services
- **Homelessness Services:** Homelessness response, housing referrals, participant support
- **Public Administration:** Public administration, policy research, government programs
- **Funding Compliance:** Federal funding, state funding, local funding

- **Staff Management:** Professional supervision, workload planning, performance coaching
- **Strategic Planning:** Program goals, operating plans, special projects
- **Documentation Systems:** Eligibility documentation, grant files, records management
- **Reporting and Review:** Compliance reporting, quality checks, issue logs
- **Community Partnerships:** Nonprofit providers, public agencies, community stakeholders
- **Meeting Coordination:** Leadership meetings, partner meetings, evening meetings
- **Fiscal Coordination:** Budget reporting, finance coordination, fiscal stewardship

PROFESSIONAL AFFILIATIONS

- Public administration and housing services professional networks focused on community programs and vulnerable populations.
- Community partner forums supporting affordable housing, homelessness response, and supportive services coordination.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST