Emergency Assistance ADA Coordinator - (200002M2)

Official Title: Program Coordinator III

Functional Title: Emergency Assistance ADA Coordinator

Primary Location: United States-Massachusetts-Boston-100 Cambridge Street

Job: Administrative Services

Agency: Department of Housing & Community Development

Schedule: Full-time

Shift: Day

Job Posting: Mar 12, 2020, 8:57:28 AM

Number of Openings: 1

Salary: $63,780.86 - $92,381.90 Yearly

Bargaining Unit: 06-NAGE - Professional Admin.

Confidential: No

The Emergency Assistance (EA) Americans with Disabilities Act (ADA) Coordinator performs all necessary functions to effect the approval, placement and transfer of homeless families in the Department of Housing and Community Development’s (DHCD’s) EA system (Shelter/Motel) whose particular condition is considered a disability. These functions include the review of medical documentation, and communication and coordination of pertinent information to shelter providers, Regional Administering Agencies (RAA’s), legal advocates, EA families, medical providers (hospital personnel, doctors, nurses), local DHCD Homeless Coordinators, etc. This position works closely with DHCD’s legal counsel and requires knowledge of the ADA. In addition, there are data and reports that must be updated on a daily basis.

DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):

1. Review ADA requests sent in by DHCD Homeless Coordinators, EA shelter providers, EA families and legal services.
2. Approves or denies ADA requests based on review of all documentation.
3. Contacts EA family, provider (medical, EA etc.) as needed to clarify ADA request/needs.
4. Works closely with DHCD Legal department to insure that ADA requests are appropriately approved or denied.
5. Upon approval or denial of ADA request, notify all parties in writing by mail of determination.
6. Work closely with Placement Unit to insure that approved ADA requests are accommodated as quickly as possible.
7. Review daily vacancy report and recommend families for transfer to accommodate approved ADAs.
8. Update ADA tracking grid daily with new applicant information, completed ADA information, determinations, etc.
9. Communicates with providers to confirm that the available unit is still appropriate to meet the conditions of the approved ADA request.
10. Completes paperwork to inform local office DHCD staff and other appropriate personnel of all shelter exits.
11. Communicate with Central Office staff, local office DHCD staff and shelter staff to resolve placement issues and concerns.
12. Maintain case files with relevant ADA information on all involved families placed in shelter and hotels.
13. Input relevant data in the All Services Integrated System Tracker/Efforts to Outcomes (ASIST/ETO) database. Complete & update ADA Touch Point as needed.
14. Review, approve or deny TESI (Temporary Emergency Shelter Interruption) Requests that are requested for medical reasons.

PREFERRED QUALIFICATIONS:
1. Prior experience providing reasonable accommodations pursuant to the Americans with Disabilities Act, the Americans with Disabilities Act Amendment Act, and Section 504 of the Rehabilitation Act of 1973.
2. Experience interpreting medical documentation as it pertains to reasonable accommodation requests.
3. Excellent written communication skills.
4. Excellent oral communication skills.
5. Strong organizational skills.
7. Ability to handle multiple priorities.
8. Knowledge of DHCD's Emergency Assistance program.
9. Experience working with homeless families.
10. Ability to work as part of a team.
11. Ability to respond to crisis situations providing accurate information and direction.

MISSION STATEMENT:
The Department of Housing and Community Development (DHCD) is within the Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents. DHCD's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance and financial resources to promote safe, decent, affordable housing opportunities, economic vitality of communities and sound municipal management.

COMMENTS:
Please upload resume and cover letter.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines.

Education, licensure and certifications will be verified in accordance with the Human Resources Division's Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth's website.

QUALIFICATIONS:
First consideration will be given to those applicants that apply within the first 14 days (by 03/26/20).

MINIMUM ENTRANCE REQUIREMENTS: Applicants must have at least (A) four years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, and (B) of which at least one year must have been in a supervisory capacity, or (C) any equivalent combination of the required experience and the substitutions below.

Substitutions:
I. A Bachelor's degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the required (A) experience.*

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for a maximum of three years of the required (A) experience.*
III. A Bachelor’s or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required (A) experience.

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: No substitutions will be permitted for the required (B) experience.

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Nancy DePaul - 617-573-1100

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

HOW TO APPLY
Apply online at https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200002M2