

Americans with Disabilities Act (ADA) Coordinator - (22000CGY)

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.

SUMMARY OF ROLE (NOT ALL INCLUSIVE):

The Americans with Disabilities Act (ADA) Coordinator for the Division of Housing Stabilization (DHS) performs all necessary functions to affect the review, approval, placement, transfer and monitoring of homeless families in the Department of Housing and Community Development's (DHCD's) Emergency Assistance (EA) system (Shelter/Motel) who are receiving reasonable accommodations under the ADA. These functions include the confidential review of medical documentation, communication, including the interactive process and coordination of pertinent accommodation information to shelter providers, Regional Administering Agencies (RAAs), 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 Americans with Disabilities Act (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) Processing ADA Requests:

- Reviews confidential ADA requests submitted by DHCD Homeless Coordinators, EA shelter providers, EA families and/or legal services.
- Works closely with DHCD Legal Department to ensure that ADA requests are appropriately approved or denied, based on review of all documentation.
- Contacts EA family, provider (medical, EA etc.) as needed to clarify ADA request/needs.
- Engages in interactive process with appropriate family member, shelter/hotel.
- Upon approval or denial of ADA request, notifies all parties within specified timeframes, in writing by mail of the determination.
- Communicates with providers to confirm that the available unit is still appropriate to meet the conditions of the approved ADA request.

2) Monitoring:

- Works closely with Placement Unit to ensure that approved ADA requests are accommodated as quickly as possible and processes and tracks medical Temporary Emergency Shelter Interruption (TESI) request.
- Coordinates with the Non-Compliance and Hearings Units relative to the intersection of accommodations and program compliance.
- Communicates with Central Office staff, local office DHCD staff and shelter staff to resolve placement issues and concerns relating to accommodations.

3) Tracking:

- Reviews daily vacancy report and recommends families for transfer to provide approved reasonable accommodations.
- Updates ADA tracking grid daily with new applicant information, completed ADA information, determinations, etc.
- Inputs relevant data in the All Services Integrated System Tracker/ Efforts to Outcomes (ASIST/ETO) database, ensuring confidentiality.

4) Follow-up:

- Completes paperwork to inform local office DHCD staff and other appropriate personnel of all shelter exits of families receiving reasonable accommodations.

5) Recordkeeping:

- Maintains confidential case files with relevant ADA information on all involved families placed in shelter and hotels.

6) Consultation:

- Facilitates open office hours and other meetings with shelter-based ADA coordinators and/or other DHS staff.

PREFERRED QUALIFICATIONS:

1. Prior experience providing reasonable accommodations pursuant to the Americans with Disabilities Act, The Americans with Disabilities Act Amendment Act, Section 504 of the Rehabilitation Act of 1973 and M.G.L. c. 151B.
2. Ability to communicate effectively in oral and written expression.
3. Ability to meet deadlines, prioritize tasks, and work under tight time constraints.
4. Proficiency using Microsoft Office, Microsoft Word and Excel, and ability to learn data systems quickly.
5. Knowledge of DHCD's Emergency Assistance program.
6. Experience working with persons experiencing homelessness.

COMMENTS:

Please upload resume and cover letter.

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines. In the case of a promotional opportunity, the salary provisions of the applicable collective bargaining agreement will apply to placement within the appropriate salary range.

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.

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.

Comprehensive Benefits:

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

Want the specifics? [Explore our Employee Benefits and Rewards!](https://www.mass.gov/commonwealth-employee-benefits-and-rewards) at <https://www.mass.gov/commonwealth-employee-benefits-and-rewards>

Official Title: Program Coordinator III

Official Title: 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: Oct 21, 2022, 12:44:05 PM

Number of Openings: 3

Salary: \$68,016.52 - \$98,517.12 Yearly

Bargaining Unit: 06-NAGE - Professional Admin.

Confidential: No

Hybrid Work Eligible: Yes

Executive Order #595: As a condition of employment, successful applicants will be required to have received COVID-19 vaccination or an approved exemption as of their start date. Details relating to demonstrating compliance with this requirement will be provided to applicants selected for employment. Applicants who receive an offer of employment who can provide documentation that the vaccine is medically contraindicated or who object to vaccination due to a sincerely held religious belief may make a request for exemption.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Marjie Lalli - 6175731254

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=22000CGY>