Executive Office of Housing and Livable Communities (EOHLC) is seeking a Director of Field Operations/Program Manager VIII in the Division of Housing Stabilization for the Emergency Assistance (EA) family shelter program!

AGENCY MISSION:
The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents.

Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

The Director of Field Operations for the Emergency Assistance (EA) family shelter program is part of the Division of Housing Stabilization, the mission of which is to ensure that homelessness in Massachusetts is brief, rare, and non-recurring.

OVERVIEW OF ROLE:
Administered by the Division of Housing Stabilization (DHS), the Emergency Assistance (EA) program provides emergency shelter to families in Massachusetts experiencing homelessness that include children under age 21 and their families, including parents, stepparents, other close relatives or legal guardians who are primary caretakers of the child/ren and/or pregnant people at any stage of pregnancy, with or without the pregnant person’s partner (whether married or unmarried), provided that they meet financial and other eligibility criteria.

The Director of Field Operations manages the application and eligibility determination processes for the Emergency Assistance (EA) program, which are delivered in person at EOHLC’s 10 field offices, co-located in the Department of Transitional Assistance (DTA) offices located throughout the Commonwealth, and remotely, through a Remote Access telephone service.

The Director provides direct supervision to the two Deputy Directors of Field Operations who provide direct supervision to six Assistant Directors for different regions, as well as the Contact Center Operations Manager. The Assistant Directors manage teams of Regional Homeless Coordinator Supervisors and Homeless Coordinators, the Field Operations staff who determine Emergency Assistance (EA) eligibility for families requesting emergency shelter. The Contact Center Operations Manager oversees the technology and processes that facilitate applications for emergency shelter by telephone as well as all remote follow-up. The Director interacts with the advocacy community and other community-based stakeholders as directed by the Division Director.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1) Management:
   • Provides direction and guidance in the management of the Emergency Assistance (EA) program to the Deputy Directors of Field Operations, Assistant Directors of Field Operations, Contact Center Operations Manager, and staff.
   • Ensures that there is an equitable distribution of staff among field offices and that the Assistant Directors are appropriately supervising and directing staff.
   • Cultivates and promotes a culture of collaboration, empathy, and problem solving for the overall Field Operations unit modeling this behavior and serving as a positive force to sustain these practices.
   • Travels to and from the different Field offices to provide onsite supervision and hands-on support for the Management Team and office staff.
Assists in handling individual performance challenges across the Field Operations Unit, including managing specific colleague disputes, and supporting other personnel actions such as transfers, leaves of absence, or grievances with Human Resources.

2) Operational Improvements and Coaching:
- Serves as primary coach and advisor to two DHS Field Operations Deputy Directors, assisting them in navigating day-to-day operational and policy challenges.
- Supports Deputy Directors in deploying strategies to better ensure area offices and phone line are appropriately and equitably staffed.
- Supports Deputy Directors and Contact Center Operations Manager in deploying strategies to continually improve the application and eligibility determination processes, outcomes, and timing.
- Supports the Contact Center Operations Manager in leveraging data insights and available technologies to enable the Field Operations Unit management team to learn from data insights, facilitate process improvements, and better equip the Field Operations Unit to serve constituents.
- Continuing implementation of ongoing staff training and onboarding agenda for new staff.
- Supports a more strategic shift to managing hybrid nature of EA applications, reducing the use of email as a primary communication tool.

3) Coordination/Stakeholder Engagement:
- Calls attention to or escalates important decisions, while serving as a conduit of Field Operations senior management to DHS Division Director and other key stakeholders such as Legal, Fiscal, IT, and Deputy Director’s Office to ensure challenges/concerns properly escalated and important decisions are not bottlenecked.
- Serves as business representative on behalf of Field Operations for Garcia reform initiatives.
- Responds to advocates or coordinates hospital referrals with other management team members.
- Collaborates with the Placement Unit to ensure that homeless families are placed into the most appropriate shelter and in a timely manner.
- Liaise with other DHS units including data, diversion, and shelter contract management staff to support broader process improvements
- Develops strategies to support and work with collateral agencies in the regions of the state where assigned offices are located, including partnering with DTA area and regional directors to ensure that EA services are delivered by EOHLC staff in a collaborative manner with DTA cash assistance, Supplemental Nutrition Assistance Program (SNAP) benefits and other benefits.
- Coordinates with other Commonwealth agencies that are interacting with potentially EA eligible families, including new arrivals to the state

4) Training:
- Participates with the Director, Deputy Directors of Field Operations, the Assistant Directors of Field Operations, and the Contact Center Operations Manager in the development of a training agenda that ensures that resources are available for the Field Staff.

PREFERRED QUALIFICATIONS:
1. Demonstrated ability to provide leadership and supervision for field staff responsible for effectively and efficiently delivering quality customer service within a trauma informed service delivery model.
2. Experience coordinating complex, multi-layered systems with various stakeholders
3. Experience working with State and Federal programs with complex regulations and policies – with a particular focus on eligibility determination -- and the demonstrated ability to develop necessary strategies for effective implementation.
4. Exceptional negotiation, conflict resolution and coaching skills.
5. Ability to manage multiple tasks simultaneously as a result of effective planning, delegation and communication.
6. Knowledge and experience in program policy and development, analysis and program evaluation including the demonstrated ability to anticipate and identify problems and develop solutions that are creative, innovative, and flexible.
7. Understanding of issues of poverty and diverse low-income populations.
8. Demonstrated ability to create collaborative partnerships with multiple stakeholders including community-based organizations, local coalitions, faith-based groups, service providers and consumers.
9. Excellent verbal and written communication and reporting skills.
10. Ability to travel to different offices located statewide.

COMMENTS:
Please upload resume and cover letter.

The home base location for this position is 2201 Washington Street, Roxbury, MA. The position requires frequent travel throughout the Commonwealth and the candidate needs to have their own form of transportation to travel to various field offices. Those employees who elect to use a motor vehicle for travel must have a current and valid Massachusetts Class D Motor Vehicle Operator's license or the equivalent from another state.

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

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.

PRE-OFFER PROCESS:
A background check will be completed on the recommended candidate as required by the regulations set forth by the Human Resources Division prior to the candidate being hired.

QUALIFICATIONS:

MINIMUM ENTRANCE REQUIREMENTS:

Applicants must have at least (A) six (6) years of full-time or, equivalent part-time, professional, administrative, supervisory, or managerial experience in business administration, business management, public administration, public management, clinical administration or clinical management of which (B) at least two (2) years must have been in a supervisory or managerial capacity or (C) any equivalent combination of the required experience and substitutions below.

Substitutions:

I. A certificate in a relevant or related field may be substituted for one (1) year of the required (A) experience.

II. A Bachelor's degree in a related field may be substituted for two (2) years of the required (A) experience.

III. A Graduate degree in a related field may be substituted for three (3) years of the required (A) experience.

IV. A Doctorate degree in a related field may be substituted for four (4) years of the required (A) 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 at https://www.mass.gov/commonwealth-employee-benefits-and-rewards

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

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.

**Official Title:** Program Manager VIII  
**Functional Title:** Director of Field Operations  
**Primary Location:** United States-Massachusetts-Roxbury-2201 Washington Street  
**Job:** Administrative Services  
**Agency:** Executive Office of Housing and Livable Communities  
**Schedule:** Full-time  
**Shift:** Day  
**Job Posting:** Jul 28, 2023, 4:50:04 PM  
**Number of Openings:** 1  
**Salary:** $96,597.00 - $131,717.27 Yearly  
**Bargaining Unit:** M99-Managers (EXE)  
**Confidential:** No  
**Hybrid Work Eligible:** Yes

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Jessica Molina - 8572480160

**HOW TO APPLY:**  
Apply online at https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=230008Q7