Chief Program Officer

ORGANIZATION

Metro Housing| Boston is a leading nonprofit dedicated to connecting the residents of Greater Boston with safe, decent homes they can afford. Metro Housing empowers families and individuals to move from homelessness to housing stability. Serving more than 25,000 households annually, we work seamlessly to bridge the gaps among government, nonprofits, and corporations to continually increase our impact. With more than 30 years' experience piloting and implementing housing programs, we have solidified our position as an industry-leading expert on navigating the affordable housing field.

MISSION

 "We mobilize wide-ranging resources to provide innovative and personalized services that lead families and individuals to housing stability, economic security, and an improved quality of life."

OVERVIEW

The Chief Program Officer (CPO) will report to the Executive Director and be responsible for the day-to-day operations and oversight of all Metro Housing participant services and programs, assuring measurable outcomes that align with the organization's strategic plan. The CPO exercises functional supervision over the Director of Financial Assistance, the Director of Housing Supports, the Director of Inspections and Owner Services, Compliance and Systems, the Director of Leased Housing, and the Managing Director of Hearings and Legal Affairs. They will set and measure service outcomes, adhere to budgetary plans, and assure legal and regulatory compliance.

SCOPE OF PROGRAMS

- 10,000+ unit rental assistance program, including the Housing Choice Voucher Program, the Massachusetts Rental Voucher Program, the Continuum of Care Program, and the Housing Opportunity for Persons With HIV/AIDS Program, operated through contracts with the Commonwealth of Massachusetts and the City of Boston.
- Self-sufficiency programs, including a collaborative with job training, employment, and social service agencies, to help families in Metro Housing|Boston assisted housing to become more stable and less reliant on public assistance and rental subsidies.
- Residential Assistance for Families in Transition (RAFT) and other Emergency Rental Assistance programs to provide short term financial assistance to prevent or resolve homelessness, including rent relief, utility arrears assistance, and moving costs.
- HomeBASE program with a variety of partner agencies to provide families with alternatives to emergency shelter, to move families out of motels and into permanent housing, to provide flexible funds to prevent homelessness, and to provide stabilization services.
- Extensive housing supports programs comprised of: Accountable Care Organization (ACO) Flexible Services, Housing Consumer Education Center, Specialized Intensive Programs and Services, and Tenancy Preservation.
- Various owner services such as: Housing Quality Standards Inspections, Home Modification Loan Program (HMLP) that keeps homes accessible for elders or people with disabilities; advertising affordable home ownership and rental opportunities; and monitoring of approximately 10 developments built using zoning relief provided by M.G.L. Ch. 40B.

REPORTS TO
Executive Director

DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO
Program Management/Administrative
- Assist Executive Director, members of the Executive Team, and members of Senior Staff in creating and realizing long-term goals for the organization including but not limited to: diversity, equity, inclusion, and belonging; business lines; and policy direction.
- Establish and monitor clearly defined program objectives and outcomes to effectively meet and implement goals, objectives, policies, and procedures for all programmatic departments.
- Provide leadership on daily programmatic activities for the organization. This includes but is not limited to: supervision of appointed staff; partner with all levels of managers as needed to handle organization and participant needs; serve as the staff contact for the Program Committee of the Board of Directors and coordinate meetings; and participate in Executive Committee, full Board, and other committee meetings.
- Provide policy direction regarding the administration of the organization's housing and participant services programs.
- Establish professional expectations and accountability within programs encouraging proactive solution-oriented behaviors that enable staff members to understand how their individual roles contribute to success.
- Provide leadership to continually promote and improve an integrated service model, building cross functional teams with clearly defined linkages between programs to improve customer service. Build strong internal communications across programs.
- Provide excellent service to participants and property owners by ensuring that escalated issues are addressed promptly and fairly.
- Serve as point of contact and liaison for the Department of Housing and Community Development, the City of Boston's Mayor's Office of Housing, and other programmatic funders.
- Work with appropriate team members to design and introduce performance-based metrics, encouraging fact-based decisions aimed at interpreting data that will highlight trends and uncover opportunities for growth and change.
- Coordinate Program committee meetings and participate in Executive Committee and full Board meetings.
- Ensure policy, practices, and program performance are consistent with current state, federal, and industry regulations.
- Create, review and/or approve contracts, grant agreements, real estate transactions, leases, and other documents which may have statutory or regulatory implications.
- Act as a liaison to Metro Housing's internal and outside counsel for programmatic legal issues.
- Uphold the values of Metro Housing CARE – Collaboration, Achievement, Respect, and Ethics, and encourage the proper culture and branding standards among programmatic teams.
- Perform other duties as assigned.

QUALIFICATIONS
- Exceptional leadership and management ability; demonstrated record of accomplishment in managing, coaching, and supporting a staff in a team-based, multi-cultural environment, with exceptional skills in negotiation and conflict resolution.
- Superior analytical skills and problem-solving abilities, including a demonstrated ability to proactively identify and implement data-driven solutions that are creative, innovative, and flexible.
- Ability to manage a heavy workload, set attainable goals with understood timetables, appropriately delegate tasks while maintaining current understanding of each team's activities and issues.
- Excellent communication, writing, and organizational skills.
- Computer literacy, including proficiency in Microsoft Office and Outlook and familiarity with database management and utilization.
- Experience working as part of a leadership/management team to promote the goals of the organization.

- Highly skilled at listening to the perspectives of competing interests and making clear, well-informed decisions.
- Demonstrated understanding of non-profit budgeting and proven ability to manage in a fiscally responsible manner.
- Thorough understanding of and commitment to serving families who have extremely low incomes.

PREFERENCE GIVEN TO
- Candidates with a thorough understanding of federal and state rental assistance and homelessness prevention programs and experience working with federal, state, and local elected and appointed officials is preferred.
- Candidates with multilingual skills (verbal and written). We are seeking candidates that speak and write English and at least one of the following languages (for interpreting and translation): Vietnamese, Cape Verdean Creole, Portuguese, Cantonese, Mandarin, Toisanese, Haitian- Creole, and Spanish.
- Candidates who live within two miles of Metro Housing|Boston's headquarters at Roxbury Crossing.

SALARY/BENEFITS (This is an exempt position)
Salary: $120,000 - $135,000 and excellent benefits.

To apply please see website: https://www.metrohousingboston.org/about/careers/

AN EQUAL OPPORTUNITY EMPLOYER