

Deputy Director of Housing Stability
Job Posting, Job Requisition 2021-19403
City of Boston
Department of Neighborhood Development

Overview

Brief Job Description (essential functions of the job):

Housing affordability and preserving long term tenancies are critical to strong stable neighborhoods. However, with escalating pressures on rents in Boston, too many Bostonians are facing eviction and displacement due to the high cost of housing. In addition, many tenants face unequal access to housing information, legal services and programs to assist them in finding stable housing. The Deputy Director for Housing Stability is responsible for operating programs to assist Bostonians in housing crisis - whether this crisis is due to eviction, landlord-tenant disputes, rent escalations, unplanned loss of housing, or any other rental housing emergency.

The Deputy Director will be responsible for operating the Office of Housing Stability at the Department of Neighborhood Development (DND). To be effective in this role, the Deputy Director must be both a case manager and a housing policy advocate. As the central point of contact for individuals in need of rental housing assistance, the Deputy Director must ensure that all cases handled by the office are effectively managed - whether the constituent needs simple informational counseling or time-consuming emergency housing search assistance. In addition, the Deputy Director must also serve as a policy advocate, with the ability to coordinate resources and partners across a wide range of stakeholders to ensure Bostonians are able to retain their homes.

This role is an exciting opportunity for a passionate advocate to dramatically impact the lives of people in Boston. It is challenging work that requires an immediate and orchestrated response to the needs of residents with housing issues, as well as occasional night and weekend hours - including emergency response (e.g., large fires with multiple displaced families). If successful, the Deputy Director will lead an office that can serve as a national model for housing stability.

Responsibilities

- Manage a staff of housing advocates to assist residents in danger of eviction, displacement and homelessness with advice, access to legal assistance, and resources to find housing they can afford.
- Closely monitor all cases coming into the Office of Housing Stability for timely follow up, appropriate response and effective outcomes.
- Champion the development and implementation of new policies, programs and legislation which assist tenants facing displacement to remain in their homes.

- Work closely with landlords, management companies, housing authorities, and tenants to negotiate housing solutions, help residents stay housed, and find new affordable opportunities.
- In case of fire or natural disaster, assist Boston residents in finding new, affordable housing. Administer the Boston Fire Fund to award relocation grants to victims of fires and similar emergencies. Establish working protocols with the Red Cross, Office of Emergency Management and other stakeholders on how the City will respond to housing-related emergencies.
- Establish and maintain an inventory of services available to Bostonians in housing crisis at external partner agencies and non-profits. Maintain agreements with these partners to define what case types will be referred out and which will be managed by the Office of Housing Stability.
- Award Emergency Solutions Grant (ESG) funding to external vendors to perform housing counseling, eviction prevention, tenancy preservation, housing search, and rapid re-housing for homeless households and those at risk of homelessness. Continuously monitor and evaluate these vendors to ensure investments lead to the best possible outcomes for Bostonians in need.
- Evaluate, improve and expand the existing Metrolist program to become a single point for Bostonians seeking entry income-restricted affordable housing opportunities within Boston.
- Build a strong team of case manager and policy advocates within the Office of Housing Stability and provide staff with the regular training, coaching and leadership they need to succeed.
- Maintain relationships with Boston Housing Court and awareness of cases before the Court. Partner with external agencies to assist tenants maintain stable housing through Court proceedings.
- Use case management software to ensure every case is consistently tracked, time-lines for case resolutions are met, and staff are accountable for producing results. Develop reports and dashboards to regularly demonstrate how the office is performing against its strategic goals.
- Perform related work as required.

Minimum Entrance Qualifications

- At least five (5) years in a senior management position in housing advocacy, supportive housing, case management services, or related field including project management experience in guiding complex organizational change and policy development of which three (3) years must have been in a supervisory capacity.
- Excellent organizational, problem solving and communication skills.
- Familiarity with housing programs and services offered by the City of Boston and the Commonwealth of Massachusetts.
- Knowledge of landlord/tenant rights and responsibilities.
- Exceptional customer service skills and ability to work with the public.
- Working experience on facilitating conflict mediation.

- Master's degree in public policy, social work, business or public administration or related fields strongly preferred.
- Ability to exercise good judgment and focus on detail as required by the job.

BOSTON RESIDENCY REQUIRED

Terms:

Union/Salary Plan/Grade: Non-Union/NU-29

Hours Per Week: 35

Interested applicants can apply at this link here:

<https://city-boston.icims.com/jobs/19403/deputy-director-for-housing-stability/job?hub=8>