

## **Director of Policy, Operations and Performance - (23000393)**

### **Department of Housing and Community Development (DHCD) is seeking a Director of Policy, Operations & Performance in the Division of Public Housing!**

#### **AGENCY MISSION:**

Department of Housing and Community Development (DHCD) is within 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.

#### **OVERVIEW OF ROLE (NOT ALL INCLUSIVE):**

The Director of Policy, Operations, and Performance, (hereinafter known as “the Director”) reports to the Director of Public Housing. The incumbent works collaboratively with the Director, and senior managers in the Bureaus of Public Housing, as well as other DHCD division staff and external stakeholders to develop, launch, implement, and improve programs that further the Department of Housing & Community Development’s (DHCD's) goal of providing quality affordable housing for the Commonwealth’s most vulnerable residents. All programs support the long-term preservation and sound management of the state-aided public housing portfolio which is unique to Massachusetts in both its scale and breadth (approximately 43,500 units across 231 housing authorities). The Director oversees the work of a small team including one Data Analyst and one to two Program Coordinators, strategically deploying the unit to support the Division’s most urgent programmatic needs.

In addition, the Director is responsible for aligning the two public housing Bureaus (Bureau of Housing Management, Bureau of Housing Development & Construction) through shared goal setting and managing the Division’s internal work plan. The incumbent supports the Bureau Directors in strategically organizing the internal operations to most effectively meet the mission, particularly as the Division continues implementing performance-based oversight and management strategy. The Director supports the Director of Public Housing in identifying major programmatic issues and developing strategic goals for the Division.

Finally, the Director is also responsible, either personally or through their direct reports, for the implementation of economic mobility and residents services program, including reviewing program data, updating programs and running competitive grant rounds, and working with agency and external partners to bring more service resources for state-aided public housing residents .

#### **DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):**

##### **1) PROGRAM & POLICY DEVELOPMENT, IMPLEMENTATION:**

- Works closely with Division Senior Staff in the development and implementation of all new, or modified programs to ensure outcomes are consistent with DHCD’s mission; in compliance with statutory and regulatory requirements; and, affordable, practical, and measurable.
- Programs must effectively address policy matters and detail program procedures; be absorbable within existing operations; enable effective oversight and technical assistance; respond to program delivery system; assure maximum utilization of annual budget authority; and address stakeholder issues.
- Supports cross-bureau teamwork to (1) implement Chapter 235 of the Acts of 2014 public housing reform mandates (including ongoing implementation, improvements to, and oversight of the online centralized application and waitlist (CHAMP), and the LHA performance monitoring program and troubled housing authorities program; (2) implement other administrative priority programs relating to resident supportive services and economic prosperity/mobility; (3) support the development of further regional management and technical assistance strategies; and (4) make policy recommendations for further program improvements based on data.

## **2) OPERATIONS AND PERFORMANCE MANAGEMENT:**

- Directs division internal operations to most effectively meet the mission, focusing on performance-based oversight and management, ensuring that Division staff are well-supported with the tools, information, and supports needed to effectively administer the public housing operating and capital programs. This includes overall responsibility for coordinating application improvements in partnership with DHCD IT or external vendors; for example, updates to the Housing Authority Financial Information System (HAFIS) budgeting system or replacement of the Annual Plan system.
- Assists the Director in human resources management, business process improvement, and optimizing the organizational structure of the Division. Creates and tracks progress on a cross-bureau work plan and a Division-wide IT plan.
- Works with senior staff, agency IT staff, and external vendors to create, maintain, and improve the data management systems and tools in order to make the Division more efficient and effective (including: CHAMP, housing apps, vacancy trackers, the public housing/rental assistance data warehouse, capital planning systems, and business intelligence systems).
- The Director also works with senior managers to institute clear operational protocols and advises on the deployment of human resources.

## **3) SUPERVISION:**

- Directly supervises one Data Analyst and 1-2 Program Coordinators who work across Division Bureaus strategically deploying the team to support the Division's most urgent programmatic needs.
- Assures direct reports are successful in achieving goals in areas of contract administration project management, policy research, and data analysis.

## **4) COMMUNICATIONS AND EXTERNAL STAKEHOLDER MANAGEMENT:**

- Drafts appropriate outward facing communication, such as website content, marketing materials, conference presentations, event briefings, press releases, and responses to constituent issues, press inquiries, and public records requests.
- Represents DHCD at meetings, events and conferences and working groups sponsored by DHCD, industry and advocacy groups etc. This includes making presentations, facilitating discussions, engaging in strategy sessions and taking a leadership role, as appropriate.

## **5) TRAINING AND TECHNICAL ASSISTANCE:**

- Oversees the provision of technical assistance to Local Housing Authorities and internal staff on new programs, systems, and tools.
- Directly organizes and supports other staff in coordinating appropriate in person or online trainings on various topics, as needed.

## **PREFERRED QUALIFICATIONS:**

1. Extensive knowledge of the public housing program or other equivalent public benefits program. The administration of such programs and an understanding of the financing and operational aspects of public or affordable housing is strongly preferred.
2. At least five years of progressively higher responsibilities in a program development and/or chief operations position, particularly in an organization with annual operating budget above \$10M.
3. A Master's Degree in the Field of Public Policy, City Planning and/or Public Administration is desirable.
4. At a minimum intermediate proficiency using Microsoft Word, Excel, and PowerPoint is preferred and experience with data visualization and database applications.
5. Excellent organizational, management, supervisory, interpersonal, public speaking, and writing skills is essential.
6. Demonstrated ability to use data to guide programs and operations.
7. Ability to establish priorities and manage to a plan.
8. Excellent writing and verbal communication skills.
9. Skills in problem analysis and conflict resolution.
10. Ability to understand and interpret complex financial and legal requirements and regulations.
11. Knowledge of project management principles.

**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, 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) five (5) 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 one (1) year must have been in a project management, 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.

**Official Title:** Program Manager VI

**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 7, 2023, 12:48:49 PM

**Number of Openings:** 1

**Salary:** \$41,017.08 - \$113,466.02 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 - 6175731245

**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=23000393>