

Senior Housing Management Specialist - (24002R8)
Description

Executive Office of Housing and Livable Communities (EOHLC) is seeking a Senior Housing Management Specialist in the Division of Public Housing!

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.

OVERVIEW OF ROLE:

The Housing Program Specialist IV (Senior Housing Management Specialist) is a position within the Executive Office of Housing and Livable Communities (EOHLC) Division of Public Housing. The position within the Bureau of Housing Management serves as a primary resource for administration of:

- 1) A portfolio of 15-20 Local Housing Authorities (LHAs), with a focus on LHAs with complex/sensitive issues;
- 2) At least one of several major public Housing oversight programs, potentially including Agreed Upon Procedures (AUP) (annual audit program), Performance Management Review (PMR), Annual Plan/Tenant Survey, or a supporting role/subject matter expert on the Centralized Housing Application for Massachusetts Public Housing (CHAMP). This will include data analysis from EOHLC systems, policy research and drafting policy guidance. Specific assignment based on aptitudes and interests of Senior Housing Management Specialist; and
- 3) Other policy projects and duties as assigned. These may include, data assignments, policy research, a role in administering Resident Service and Economic Mobility programs funded through EOHLC and other work needed and assigned.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1. Portfolio of 15-20 Housing Authorities. Monitoring the state-funded operations of 15-20 LHAs, comprised of properties that include both federal and state-aided housing, some with diverse funding streams. Senior HMS will be given portfolio of LHAs with relatively complex and sensitive issues. Duties of an HMS include but are not limited to:

- a) Evaluates performance of assigned housing authorities by monitoring all aspects of housing authority operations for compliance with benchmarks and various statutes, regulations and guidelines.
- b) Works collaboratively with LHAs, identifying under-performing housing authorities, providing technical assistance, advising LHA Boards of their required roles and responsibilities and/or making recommendations to Division of Public Housing senior management staff of corrective action to be taken.
- c) Reviews (and revises, if necessary) LHA operating budgets for adherence to Department of Public Housing guidelines and recommends for approval/disapproval of budgets.
- d) Reviews selection process and criteria for hiring Executive Directors, including establishing salary levels in accordance with EOHLC guidelines for Executive Director Hiring and published salary schedule.
- e) Responds, orally and/or in writing, to inquiries from LHAs, state legislators, local governments, tenants, tenant organizations, and the public-at-large concerning all facets of housing authority operations to ensure that all such inquiries are answered promptly and accurately.

2. Public Housing Oversight Programs - EOHLC maintains several oversight programs, mandated by [Chapter 235 of the Acts of 2014](#), to ensure that Local Housing Authorities (LHAs) are operating in accordance with regulation and statute and most effectively use limited resources to provide safe and sanitary housing for their residents. Senior HMS will be given responsibility for day-to-day management of one of these programs, including ensuring reviews are completed in a timely manner, addressing issues with systems, reviewing data from oversight, and recommending and drafting policy changes related to this program. Senior HMS will have responsibility for at least one of the following:

- a) Centralized Housing Application for Massachusetts Public Housing (CHAMP): Statewide application program for public housing; centralized software and on-line application, centralized screening agency with individually managed waitlists at each LHA. Senior HMS would have a supporting role as the subject matter expert in developing policy, oversight, and development of priorities for CHAMP.
- b) Agreed Upon Procedures (AUP) – Required annual “mini-audits” of each LHA, focused on fiscal controls and compliance with procurement law.
- c) Performance Management Review (PMR) – Biennial performance monitoring program for LHAs, including site visit and review of LHA financials and tenant selection.
- d) Annual Plan and Tenant Survey: Annual presentation to tenants of budget, capital plan, and PMR & AUP results, along with required survey of tenants. Review of tenant survey data and recommended updates to survey.

3. Other Projects and Duties as assigned. Senior HMS will be assigned to lead or assist on special projects as needed and other workload allows. These could include, but are not limited to:

- a) Reviewing grant applications;
- b) Support in administration/development of resident services and economic mobility program;
- c) Support as project manager on major mixed-finance redevelopments;
- d) Data analysis from EOHLC systems;
- e) Policy research;
- f) Drafting policy guidance.

PREFERRED QUALIFICATIONS:

1. Knowledge and experience with policies, procedures and systems of on-site property management, including budgeting/financial systems, operational systems and performance, regulatory and reporting requirements of asset management.
2. Knowledge and experience to evaluate and monitor performance benchmarks of management operations, such as rent collection, tenant selection, unit turnover, vacancies and budgets.
3. Knowledge of the capital needs and life cycle of housing developments.
4. Ability to evaluate LHA operations, identifying under-performing housing authorities and analyzing financial reporting of LHAs.
5. Ability to interpret and apply the laws, rules, policies, procedures, and guidelines governing housing programs, including fair housing laws and the doctrine of reasonable accommodations.
6. Ability to identify problems, thoroughly and creatively analyze possible solutions, and recommend the most appropriate solutions.
7. Ability to evaluate existing housing policies and make recommendations to develop new policies to meet newly identified needs.
8. Must have strong community relations and communication skills and be able to maintain positive working relationships with various entities including LHA staff, tenants, organizations, local officials and committees, the public at large, etc.
9. Must have an understanding of the network of lenders and subsidy programs that comprise the Massachusetts affordable housing finance system. Familiarity with Section 8 and other federal public housing resources and programs is a plus. Requires an understanding of the real estate development process, including the planning, design, closing and construction phases. Experience with transactions involving public/private partnerships is a plus.
10. Experience in housing/property management or program administration, or closely-related area is preferred.
11. Experience in local public housing management--the administration of state-aided housing programs is a plus.

12. Ability to analyze management systems and finances for compliance with applicable laws and regulations highly desirable.
13. Ability to maintain extensive databases, and manage and maintain voluminous filing and documentation.
14. Ability to provide training and instruction.
15. Demonstrated proficiency using Microsoft Word, Excel, PowerPoint, Tableau and Access and able to quickly learn new software applications.
16. Occasional evening or weekend work may be required as part of the regular duties of this position.

Travel across the state will be required. 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.

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.

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) five years of full-time or equivalent part-time, professional experience in the government program management, administration and/or development of real estate, property and/or public housing.

Substitutions:

I. An Associate's degree with a major in real estate, public administration, business administration or business management may be substituted for a maximum of one (1) year of the required experience.*

II. A Bachelor's degree with a major in real estate, public administration or business management may be substituted for a maximum of two (2) years of the required experience.

III. A Master's degree or higher with a major in public administration, business administration or business management may be substituted for a maximum of three (3) years of the required experience.

* Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Special Requirements: Based on assignment, possession of a current and valid Massachusetts Motor Vehicle Operator's License may be required.

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>

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: Housing Program Specialist IV

Functional Title: Senior Housing Management Specialist

Primary Location: United States-Massachusetts-Boston-100 Cambridge Street

Job: Community and Social Services

Agency: Executive Office of Housing and Livable Communities

Schedule: Full-time

Shift: Day

Job Posting: Feb 29, 2024, 10:16:27 AM

Number of Openings: 1

Salary: \$80,750.80 - \$117,600.60 Yearly

Bargaining Unit: 06-NAGE - Professional Admin.

Confidential: No

Potentially Eligible for a Hybrid Work Schedule: 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=240002R8>