

Official Title: Administrator IV

Functional Title: Policy and Programs Manager

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: Oct 23, 2020, 3:43:35 PM

Number of Openings: 1

Salary: \$35,247.68 - \$80,000.00 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

The Policy and Programs Manager assists with the administration and coordination of all State-Aided Public Housing program-related activities at the Department of Housing and Community Development (DHCD). The Division funds and oversees approximately 45,000 units of state-aided public housing owned and operated by 232 Local Housing Authorities (LHAs). The Policy and Programs Manager provides high level business process analysis, data, policy, and operational support to the Division of Public Housing's Senior Management team and reports to the Director of Policy, Programs, and Operations for the Division of Public Housing. The incumbent performs highly complex, detail-oriented program coordination duties under minimal supervision, such as: policy research, program and contract administration, technical assistance and training, data analysis, systems testing, business process analysis and improvement, and interfacing with key stakeholders. Provides supervision to one administrative employee.

DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):

1. Assist with operations of CHAMP (Common Housing Application for Massachusetts Public-Housing), DHCD's online application and centralized waitlist for subsidized housing. Lead policy discussions with stakeholders and internal team. Design internal business practices for implementing policies. Communicate policies with stakeholders and internal team. Analyze data and suggest technical or policy changes to address issues, including fair housing. Create reports and dashboards. Other responsibilities may include: assist with development of new application features, test new features, assist with data migration, assist with documentation and provide general operational support.
2. Assist senior managers in the Division with launch and continuous improvement of public housing programs and systems. Perform operational and analytical support related to performance management, resident services, board member selection and training. Lead policy discussions, perform data collection and analysis, make business process and policy recommendations based on discussions and analysis. Draft written materials and presentations. Exact projects to be decided in consultation with supervisor.
3. Data-Driven Management: Support Director of Policy, Programs, and Operations in implementing business intelligence throughout different units of Division of Public Housing, assist in development of dashboards to assess important policy and management trends, make recommendations for improvements of data systems.

4. Research policy to support effective program administration. Look to publicly available sources and engage with stakeholders to find out best practices and replicable models of policies that Division wishes to explore. Potential topics include: regional collaboration and governance, alternative rent structures, tenant engagement, housing as a platform to economic mobility, public-private-non-profit partnerships.

5. Create new and strengthen existing technical assistance/training programs for internal staff, housing authority staff, housing authority resident leaders, and housing authority board members. Work with Division senior staff and external partners to create curriculum and to coordinate successful trainings, both online and in-person.

6. Vendor contract administration. Preparation and transmission of documents for procurements. Move contracts to execution, and track budgets, invoices, and payments. Manage \$1M/annual Public Housing Reform budget. Track achievements to milestones and scopes.

PREFERRED QUALIFICATIONS:

1. Strong project management skills including managing projects to deadline and within budget.
2. Ability to manage multiple priorities simultaneously.
3. Ability to work in teams and act as a leader and example to others.
4. Ability to read, understand, and manipulate data and ability to present data in a compelling manner.
5. Ability to analyze business processes and suggest improvements to more effectively achieve goals.
6. Demonstrated self-starter with ability to quickly “ramp up” on new subject areas.
7. Excellent organizational, interpersonal, public speaking, and writing/editing skills.
8. Proficiency with computer applications for: word processing, spreadsheets, databases, data visualization, graphic communication and presentation (Word, Excel, Outlook, Access, Powerpoint, Adobe Suite, Business Intelligence software).
9. Ability to read and interpret federal and state policies, regulations, and statutes.
10. At least one year in a program coordination role, particularly in an organization with annual operating budget above \$10M.
11. Knowledge of the public housing program, the Agency’s mission, relevant issues, and/or other equivalent public benefits programs.
12. A Master’s Degree in the Field of Public Policy, City Planning and/or Public Administration is desirable.
13. Minimal travel may be required throughout the Commonwealth. Employees must have a current and valid Massachusetts Class D Motor Vehicle Operator's license or the equivalent from another state.
14. Work occasionally may extend beyond regular working hours.

MISSION STATEMENT:

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

COMMENTS:

Please upload resume and cover letter.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division’s Recruiting Guidelines.

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:

MINIMUM ENTRANCE REQUIREMENTS:

Applicants must have at least (A) four (4) years of full-time or, equivalent part-time, professional, professional internship, administrative, supervisory, or managerial experience in business administration, business management, public administration, public management, clinical administration or clinical management or (B) 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 experience.
- II. An Associate's degree in a related field may be substituted for one (1) year of the required experience.
- III. A Bachelor's degree in a related field may be substituted for two (2) years of the required experience.
- IV. A Graduate degree in a related field may be substituted for three (3) years of the required experience.
- V. A Doctorate degree in a related field may be substituted for the required experience.

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

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Marjorie Lalli - 617-573-1254

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200006SO>