Assistant Manager, Division of Housing Stabilization Placement Unit - (200004XU)

Official Title: Administrator V

Functional Title: Assistant Manager, Division of Housing Stabilization Placement Unit

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: Aug 18, 2020, 2:06:00 PM

Number of Openings: 1

Salary: $38,067.12 - $92,500.00 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

The Assistant Manager of the Emergency Assistance (EA) Shelter Placement Unit reports to the Assistant Director of the Placement and Non-Compliance Units in the Division of Housing Stabilization. This position is responsible for overseeing all aspects of placing and transferring families throughout the Emergency Assistance system including placing families in shelters, hotels, transferring existing families between hotels and shelters, and between shelters and hotels. The Assistant Manager provides a programmatic nexus among the entire field operations, contracting and prevention services unit, administrative appeals unit, the legal department, and provides daily reporting data on the current system’s utilization. The Assistant Manager provides supervision of 6 staff and assumes all responsibilities of the Assistant Director of Placement and Non-Compliance Unit when the Assistant Director is unavailable due to vacations, non-compliance issues, appeals process and/or other emergencies that may arise during the course of the day. The Assistant Manager carries out the delivery of services to homeless families across the State of Massachusetts on a daily basis.

DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):
1. Oversees all statewide emergency shelter placement activities for homeless families in Emergency Assistance shelters as well as hotels and motels.
2. Supervision and provides leadership to staff working in the Placement unit.
3. Manages all aspects of contractual activities with the statewide motel/hotel broker including, but not limited to, daily placements, transfers, exits, third-party vendor relations, client program compliance and billing.
4. Oversees the shelter non-compliance system for families including tracking of serious incident reports, non-compliance determination and tracking, and implementation of terminations.
5. Participates in discussions relative to enhancements/improvements to the shelter placement system.
6. Other duties as assigned.

PREFERRED QUALIFICATIONS:
1. Demonstrated ability to provide leadership and supervision for staff responsible for effectively and efficiently delivering quality customer service within a trauma informed service delivery model.
2. Experience working with State and Federal programs with complex regulations and policies and the demonstrated ability to develop necessary strategies for effective implementation.
3. Exceptional negotiation, conflict resolution and coaching skills.
4. Ability to manage multiple tasks simultaneously as a result of effective planning, delegation and communication.
5. Knowledge and experience in program policy and development, analysis and program evaluation including the demonstrated ability to anticipate and identify problems and develop solutions that are creative, innovative, and flexible.
6. Understanding of issues of poverty and diverse low-income populations.
7. Demonstrated ability to create collaborative partnerships with multiple stakeholders including community-based organizations, local coalitions, faith-based groups, service providers and consumers.
8. Excellent verbal and written communication and reporting skills.

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.

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, 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. A Bachelor’s degree in a related field may be substituted for two (2) years of the required experience.
III. A Graduate degree in a related field may be substituted for three (3) years of the required experience.
IV. A Doctorate degree in a related field may be substituted for four (4) years of 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 - 617-573-1100

**HOW TO APPLY:**
Apply online at [https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200004XU](https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200004XU)