

**Manager of Eviction Diversion Initiatives (Temporary 2 year position with benefits) - (210001H7)**

**Official Title:** Program Manager V

**Functional Title:** Manager of Eviction Diversion Initiatives

**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:** Feb 10, 2021, 4:31:43 PM

**Number of Openings:** 1

**Salary:** \$38,067.12 - \$96,429.86 Yearly

**Bargaining Unit:** M99-Managers (EXE)

**Confidential:** No

The Manager of Eviction Diversion Initiatives will oversee and coordinate the activities, delivery mechanisms, outcomes, and stakeholders connected to the Eviction Diversion Initiative, including but may not be limited to Community Mediation, the COVID Eviction Legal Help Program, the Tenancy Preservation Program, the subsidized housing rental arrears program, municipal assistance programs, Housing Stabilization/Rapid Rehousing Rental Assistance programs, and Public Housing stabilization programs.

As the Manager of Eviction Diversion Initiatives will work amongst other Agency senior leaders, leveraging exceptional leadership and collaboration skills to ensure alignment, coordination, and success of the multiple initiatives. These activities must be rigorously tracked, evaluated, and coordinated in order to mitigate the housing crisis related to the COVID-19 pandemic. Through the Chief of Programs, the Manager will also be accountable to the Undersecretary for Housing and Community Development.

**MAJOR RESPONSIBILITY AREAS INCLUDE:**

**1) Performance Management, Tracking and Reporting:** Track initiative health and project status against key milestones. Report out on program health and project status to internal and external stakeholders. Where necessary, develop new data sources, new data metrics, and new key performance indicators to assess progress toward goals.

**2) Documentation:** Support programs and senior staff with creation of appropriate documentation to communicate the efforts. This could include reports, presentations, briefings, evaluations, or memoranda.

**3) Policy and Strategy:** Research the field and provide policy and strategy recommendations on COVID-19 housing response, looking at external models and within existing Agency and other state models.

**4) Cross-Program Coordination:** Provide coordination support between programs and projects to ensure coherent program delivery to constituents and smooth operations.

**5) Project Management:** Provide additional project management support and/or stakeholder engagement to meet specific project goals. Assignments might be special projects or carve-outs of existing implementation.

**PREFERRED QUALIFICATIONS:**

**This is a 2 year position with benefits. The end date may be extended based on availability of funding.**

1. Ability to manage complex projects from ideation to completion.
2. Ability to work across traditional organizational boundaries.
3. Ability to work collegially and effectively with a wide range of agency and external employees, ranging from front-line employees to executive-level leaders.
4. Ability to galvanize teams around a shared purpose and measurable objective.
5. Ability to develop bold and feasible project plans to meet such purposes and objectives.
6. Ability to respond to both opportunities and obstacles with agility and flexibility to keep teams on track to meet project goals.
7. Ability to assign project deliverables and hold teams accountable for the completion of assigned deliverables.
8. Ability to manage external consulting teams.
9. Ability to lead large, cross-functional teams without being part of those teams' organizational hierarchies.
10. Ability to "manage up" to both internal and external stakeholders.
11. Ability to navigate ambiguity and bring order to chaos.
12. Ability to thrive in fast-paced settings.
13. Ability to remain collaborative and results-driven in the face of obstacles and adversity.
14. Ability to maintain accurate records.
15. Ability to prepare and use charts, graphs, and tables.
16. Ability to prepare general reports.
17. Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence.
18. Ability to follow written and oral instructions.
19. Ability to give written and oral instructions in a precise, understandable manner.
20. Ability to communicate effectively in oral expression.
21. Ability to deal tactfully with others.
22. Ability to adjust to varying or changing situations to meet emergency or changing program requirements.
23. Ability to exercise sound judgment.
24. Ability to exercise discretion in handling confidential information.
25. Prior experience working in housing and/or community or economic development.
26. Substantial knowledge of federal and state housing policy.
27. Prior experience leading cross-functional initiatives and exercising informal leadership with lateral peers.
28. Prior experience managing relationships with external partners and stakeholders.
29. A track record of managing change within a complex organization and/or ecosystem of organizations.

**MISSION STATEMENT:**

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.

**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 - 6175731254**

**HOW TO APPLY:**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=210001H7>