

Rapid Rehousing Manager - (22002ZI)

Official Title: Program Manager V

Functional Title: Rapid Rehousing 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: Apr 19, 2022, 11:45:33 AM

Number of Openings: 1

Salary: \$38,067.12 - \$94,356.00 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

The Rapid Rehousing Manager is a newly created position within the Division of Housing Stabilization. This position reports to the Director of Homeless Family Individual Contracts and Prevention Services and will have one direct report.

The Division of Housing Stabilization (DHS) oversees the state funded emergency shelter systems for family households and individuals as well as federally funded programs through the Emergency Solutions Grant (ESG) and one Continuum of Care (CoC) jurisdiction (called Balance of State). The Rapid Rehousing Manager is an essential management position to support the Division's newly procured Emergency Assistance (EA) Scope of Service, which provides emergency shelter services to families experiencing homeless. The Rapid Rehousing Manager upholds the Department's commitment to ensuring homelessness among families is brief, rare and non-reoccurring.

AGENCY MISSION:

The 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.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

Leadership

- Oversight of the HomeBASE program and serve as the Department's lead and expert in best practices on re-housing strategies.
- Works directly with contracted Regional Administering Agencies (RAA) and shelter agencies to ensure effective utilization and compliance with program regulations for HomeBASE.
- Convenes regular regional meetings with contracted shelter agency housing search staff to share best practices and regional housing resources.
- Develops and/or joins intra-agency workgroups and committees related to the distribution of housing subsidies, resource development, and special initiatives.
- Coordinates with other DHS and DHCD staff to promote and implement rehousing initiatives, including the development and management of referral lists.
- Manages the possibility of diminishing resources or level funding for homeless family shelter services and rehousing.

Housing Resource

- Serves as a resource on HomeBASE and all subsidized housing sources -including state and federally funded rental assistance programs, low-income housing tax credit and mass housing financed units, local continuum of care programs, and public and private affordable housing developments.

- Provides information on state and federal application systems, appeal processes, landlord/tenant rights, fair housing laws, and housing discrimination complaint processes.

Strategic Planning

- Develops and implements new strategies, policies and procedures that advance the Department's mission to rapidly rehouse families experiencing homelessness and reduce lengths of stay in shelter.
- Creates and implements efficiencies to increase utilization and shelter rehousing placements.
- Motivates shelter staff and families to think creatively around rehousing plans and incentivizing housing placements and HomeBASE utilization to improve outcomes.

Monitoring & Program Evaluation

- Develops and tracks performance of rehousing goals for each contracted shelter agency.
- Conducts randomized reviews of shelters on program compliance with the rehousing plan process.
- Provides feedback for performance improvement and technical assistance on effective and creative housing search practices where necessary.
- Monitors family shelter system re-housing goals directly to support shelter agency staff, DHS staff, and program participants with the goals improving housing placement outcomes, shortened length of shelter stays, and overall reduction of homelessness in the Commonwealth.
- Conducts audits, investigations and site reviews.
- Prepares and monitors corrective action plans.

Technology, Training & Data

- Creates content and training for shelter staff and RAAs on HomeBASE processes.
- Communicates trends and proposes response strategies to the Department around improving HomeBASE program operations and rapid rehousing efforts and outcomes.
- Utilizes new and emerging information technology to simplify administrative processes and service delivery.
- Collects monthly and annualized statewide HomeBASE utilization and rehousing placement data.
- Works closely with DHS finance team to quantify HomeBASE program outcomes and rehousing efforts.

PREFERRED QUALIFICATIONS:

1. Knowledge of public housing programs and resources, with particular emphasis on local, state and/or federal homelessness prevention and/or rapid rehousing programs, rental assistance, supportive housing, and/or transitional housing.
2. Familiarity with DHCD programs such as Emergency Assistance, HomeBASE and/or other DHCD rental assistance programs.
3. Experience working with low income families and assisting them in the navigation of resources
4. Excellent time management skills, including the ability to balance multiple priorities, escalate issues, adjust to changing priorities, and meet required deadlines.
5. A proven ability to convene diverse stakeholder groups and make progress toward a common goal
6. Experience in data analysis and reporting.
7. Demonstrated oral and written communication skills.
8. Strong team building skills.
9. At least intermediate proficiency utilizing Microsoft Word, Excel, and Outlook.
10. This position will require travel throughout the Commonwealth up to 50% time. 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.

EXTERNAL COMMENTS:

This position is currently a telework position. In Spring 2022, this position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days.

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.

TOTAL COMPENSATION:

As an employee of the Commonwealth of Massachusetts, you are offered a great career opportunity influencing a wide-spectrum of services to the diverse populations we serve - but it's more than a paycheck. The State's total compensation package features an outstanding set of employee benefits which you should consider towards your overall compensation, including:

- 75% state paid a medical insurance premium
- Reasonable Dental and Vision Plans
- Flexible Spending Account and Dependent Care Assistance programs
- Low cost basic and optional life insurance
- Retirement Savings: State Employees' Pension and a Deferred Compensation 457(b) plan
- 12 paid holidays per year and competitive Sick, Vacation and Personal Time
- Tuition benefit for employee and spouse at state colleges and universities
- Short-Term Disability and Extended Illness program participation options
- Incentive-based Wellness Programs
- Professional Development and Continuing Education opportunities
- Qualified Employer for Public Service Student Loan Forgiveness Program

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.

A criminal background check will be completed on the recommended candidate as required by the regulations set forth by the Department of Housing and Community Development 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.

Executive Order #595: As a condition of employment, successful applicants will be required to have received COVID-19 vaccination or an approved exemption as of their start date. Details relating to demonstrating compliance with this requirement will be provided to applicants selected for employment. Applicants who receive an offer of employment who can provide documentation that the vaccine is

medically contraindicated or who object to vaccination due to a sincerely held religious belief may make a request for exemption.

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: Marjie Lalli - 6175731254

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=220002Z1>