

**Emergency Assistance (EA) Americans with Disabilities Act (ADA) and Intensive Case Manager - (22000DCQ)**

**Official Title:** Program Manager VI

**Functional Title:** EA Americans with Disabilities Act (ADA) and Intensive Case 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:** Nov 16, 2022, 3:35:49 PM

**Number of Openings:** 1

**Salary:** \$41,017.08 - \$105,000.00 Yearly

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

**Confidential:** No

**Hybrid Work Eligible:** Yes

The Department of Housing and Community Development (DHCD) is seeking an Emergency Assistance (EA) Americans with Disabilities Act (ADA) and Intensive Case Manager in the Division of Housing Stabilization!

**AGENCY MISSION:**

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.

**OVERVIEW OF ROLE:**

The Emergency Assistance (EA) ADA and Intensive Case Manager, (hereinafter known as "the Manager") reports to the Director of Housing Stabilization. The incumbent will build a network of contacts across state agencies. Through improved inter-agency collaboration, the Department assists contracted service providers to support families in the Emergency Assistance (EA) shelter system who have debilitating, unmet health and social service needs. The Manager participates in cross-agency meetings and committees and supports the coordination, understanding, knowledge and capacity of the EA system in accessing and navigating distinct systems of care and fostering collaboration.

The Manager works directly with providers who have families within their system of care needing a cross system response by other state agencies. Identified families will have high service needs that cannot be effectively managed by the shelter provider and therefore, require a cross system response to effectively resolve barriers and connect families with appropriate resources. The Manager works with a rolling caseload of 25 families assessing their strengths/needs and linking them to appropriate resources across the Commonwealth. The Manager is an individual with a deep knowledge of the service delivery system across the state, has proven experience forging connections to the Commonwealth's comprehensive system of care, and an ability to bridge multiple service providers to address a family's unique needs.

The Manager supervises ADA Coordinators and provides ongoing assessment and technical assistance and recommendations to increase the capacity of the EA system to be inclusive to persons with disabilities, trauma informed, and to best meet the diverse needs and strengths of households applying for and receiving EA benefits. The Manager assists the Division in evolving practices, policies, and protocols, as informed by best practices, data, and input from DHS staff, contracted service providers, families, and other stakeholders.

**DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):**

**1. Supervision:**

- Manages and oversees the ADA Unit ensuring timely responses, fair decisions, and processes are in line with Fair Housing and Disability Laws.
- Provides guidance and oversight to the ADA coordinators

**2. Collaboration:**

- Works directly with providers who have families within their system of care needing a cross system response by other state agencies.
- In collaboration with the Director, develops clear criteria to identify families in need of intensive services and creates an internal referral mechanism to review and elevate cases referred to the EA ADA and Intensive Case Manager.
- Builds relationships across state/local agencies and nonprofits to create systems for effective referrals and system/service coordination for EA families and shelter providers.
- Participates in regular meetings with Legal Department and Attorney General's office regarding the advancement of policies and practices in the EA system.
- As needed, problem solves with stakeholders when services break down.

**3. Design and Development:**

- Assists the Division in evolving practices, policies, and protocols, as informed by best practices, data, and input from DHS staff, contracted service providers, families, and other stakeholders.
- Program design and execution of special projects to support the rehousing of long-term stayers and households with complex service needs, case review meetings, fostering partnerships.
- In collaboration with the Director, develops clear criteria to identify families in need of intensive services and creates an internal referral mechanism to review and elevate cases which are referred to the EA ADA and Intensive Case Manager.

**PREFERRED QUALIFICATIONS:**

- Prior experience providing reasonable accommodations pursuant to the Americans with Disabilities Act, The Americans with Disabilities Act Amendment Act, and Section 504 of the Rehabilitation Act of 1973.
- Experience interpreting medical documentation as it pertains to reasonable accommodation requests.
- Deep knowledge of the homelessness and social service landscape in Massachusetts.
- Experience directing services and collaborating with health and social service agencies.
- Experience working with low income families and assisting them in the navigation of resources.
- A proven ability to convene diverse stakeholder groups and make progress toward a common goal.
- Experience in data analysis and reporting.
- Experience in policy analysis.
- Bilingual proficiency specifically in Spanish.
- Demonstrated oral and written communication skills.

**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.

**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, administrative, supervisory, or managerial experience in business administration, business management, public administration, public management, clinical administration or clinical management of which (B) at least one (1) year must have been in a project management, supervisory or managerial capacity or (C) 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 (A) experience.
- II. A Bachelor's degree in a related field may be substituted for two (2) years of the required (A) experience.
- III. A Graduate degree in a related field may be substituted for three (3) years of the required (A) experience.
- IV. A Doctorate degree in a related field may be substituted for four (4) years of the required (A) experience.

## **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>

**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**

**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.**

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.

## **HOW TO APPLY:**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=22000DCQ>