The Assistant Director of Field Operations in the Housing Stabilization Division oversees field operations for Homeless Coordinators and Supervisors (BERS C and D) located in the Department of Transitional Assistance Offices (DTA) in Chelsea and North Shore. Additionally, the Assistant Director of Field Operations floats as needed to other DHCD locations throughout the Commonwealth.

The field operations staff are DHCD employees co-located in DTA offices where families are evaluated for Emergency Assistance (EA) eligibility determination in conjunction with other programs administered by DTA.

DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):
1. Provides direction and guidance in the management of the Emergency Assistance Program to field supervisors and staff. Ensures that there is an equitable distribution of staff among field offices and that supervisors are appropriately directing staff. Travel to and from the different offices to provide on site supervision for the BERS Ds.
2. Collaborates with the Placement Unit to ensure that homeless families are placed into the most appropriate shelter.
3. Develops strategies to support and work with collateral agencies in the regions of the state where assigned offices are located, including partnering with DTA area and regional directors to ensure that EA services are delivered by DHCD staff in a collaborative manner with DTA cash, Supplemental Nutrition Assistance Program (SNAP) benefits and other benefits.
4. Participates with the Director of Field Operations and Deputy Director of Field Operations in the development of a training agenda and a budget that ensures that resources are available for the field staff.
5. Participates in the development of policies and procedures concerning labor relations, work assignment, performance appraisal and other administrative issue.
6. Others duties as assigned.

PREFERRED QUALIFICATIONS:
1. Demonstrated ability to provide leadership and supervision for field 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.
9. Ability to travel to different offices located throughout the North Shore (and other offices throughout the Commonwealth).
10. Strong computer skills including Word, Excel and Outlook.

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/SALARY RANGE
The home base location for this position is 80 Everett Avenue, Chelsea. The incumbent will be required to float to multiple DHCD offices throughout the North Shore and to other locations throughout the Commonwealth.

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.

A criminal background check will be completed on the recommended candidate prior to the applicant being hired.

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.

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: Nancy DePaul - 617-573-1100

**HOW TO APPLY**
Apply online at https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=2000048C