

Assistant Director of Field Operations (Homebase: Roxbury, Floats to Southeast) - (22000D8Y)

DHCD is seeking an Assistant Director of Field Operations in the Division of Housing Stabilization.

AGENCY MISSION:

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.

OVERVIEW OF ROLE:

The Assistant Director of Field Operations in the Housing Stabilization Division of the Department of Housing and Community Development (DHCD) oversees field operations for Homeless Coordinators and Supervisors (Benefit Eligibility and Referral Social Worker C (BERS C) and Benefit Eligibility and Referral Social Worker D (BERS D) located in the Department of Transitional Assistance Offices (DTA) 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.

The incumbent travels to different offices located throughout the Southeast and other offices throughout the Commonwealth.

The Assistant Director of Field Operations reports to the Deputy Director of Field Operations.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1. Directing:

Provides direction and guidance in the management of the Emergency Assistance Program to field supervisors and staff:

- Managing field operations.
- Identifying, analyzing and resolving problems that arise.
- Ensuring that there is an equitable distribution of staff among Field offices and that supervisors are appropriately directing staff.
- Travelling to and from the different offices to provide on-site supervision for the BERS D's.

2. Collaborating:

- Working with the Placement Unit to ensure that homeless families are placed into the most appropriate shelter.

3. Strategizing:

- Developing strategies to support and work with collateral agencies in the regions of the state where assigned offices are located.
- Partnering with DTA area and regional directors to ensure that EA services are delivered by DHCD staff in a collaborative manner with DTA cash assistance, Supplemental Nutrition Assistance Program (SNAP) benefits and other benefits.

4. Training:

- 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.Policies & Procedures:

- Participating in the development of policies and procedures.
- Conducting performance reviews of field office supervisors.
- Initiating personnel actions including hiring, transfers, leaves of absence, progressive discipline and grievance.
- Assigning work to staff.
- Handling other related administrative issues.

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. Strong computer skills including Word, Excel and Outlook.

COMMENTS:

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days.

The home base location for this position is 2201 Washington Street, Roxbury. The incumbent will be required to float to multiple DHCD offices throughout the Southeast and to other locations throughout the Commonwealth.

Please attach a resume and cover letter when applying for this position.

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 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.

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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>

Official Title: Program Manager VI

Functional Title: Assistant Director of Field Operations (Homebase: Roxbury, Floats to Southeast)

Primary Location: United States-Massachusetts-Roxbury-2201 Washington Street

Job: Administrative Services

Agency: Department of Housing & Community Development

Schedule: Full-time

Shift: Day

Job Posting: Nov 9, 2022, 2:40:26 PM

Number of Openings: 1

Salary: \$41,017.08 - \$106,374.39 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

Hybrid Work Eligible: Yes

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.

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=22000D8Y>