

Director of Shelter Expansion and Special Initiatives - (230002V9)

Department of Housing and Community Development (DHCD) is seeking a Director of Shelter Expansion and Special Initiatives in the Division of Housing Stabilization!

AGENCY MISSION:

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.

OVERVIEW OF ROLE:

The Department of Housing and Community Development (DHCD) oversees expenditures of over \$1B annually among four Divisions that support public housing and rental assistance, community service programs, housing development, and homelessness. 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 Director of Shelter Expansion and Special Initiatives is a key 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 Director of Shelter Expansion and Special Initiatives upholds the Department's commitment to ensuring homelessness among families is brief, rare and non-reoccurring.

This position provides oversight of all shelter expansion activities and special initiatives that serve families experiencing homelessness and serves as the Department's lead expert in innovative shelter models. The incumbent is responsible for ensuring that all expansion and special initiative activities are in compliance with the Department's contracting terms and service expectations. The incumbent directly supports internal and external stakeholders to develop and implement innovative programs and services that meet the Department's needs to address family homelessness in the Commonwealth.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1) Monitoring & Performance Improvement:

- EA shelter portfolio and hotels under all expansion and special initiatives to ensure contractors are providing services required to meet the mission of the Division of Housing Stabilization.
- Develop and recommend performance-based improvements and new service delivery models that supports triage and assessment, rapid rehousing and stabilization services.

2) Directing:

- Provide support and guidance to two (2) Shelter Compliance Assistants who will process, investigate and resolve complaints regarding health and safety concerns in the Emergency Assistance (EA) shelter system.

3) Contract Management:

- Manage all efforts to meet contract and service delivery objectives, implement performance measures, and monitor outcomes.
- Provide training and technical support to shelter agency staff.
- Present new initiatives, policies and procedures to all appropriate internal/external staff.

- Develop improved data collection and reporting mechanisms, ensure compliance with internal control mandates, and manage shelter capacity needs including the conversion of hotels/motels to congregate shelter.

4) Quality Control:

- Through contract management processes to ensure that unit priorities and strategies are established, communication and action plans are developed and efficiently and effectively implemented.
- Facilitate and support business process improvement strategies.
- Promote coordination and communication; and ensure collaborative problem solving and decision-making processes are utilized to maximize the effectiveness of all unit program initiatives.

5) Developing Homeless and Re-housing Services Procedures, including:

- Collaborate with Homeless Management Information System (HMIS) Unit to develop and implement system modifications.
- Work with the Director of Research and Evaluation, Fiscal Manager, and Field Operations managers to develop and implement All Services Integrated System Tracker (ASIST) changes that are required.
- Create or modify brochures or forms as required.

PREFERRED QUALIFICATIONS:

1. Experience with issues related to housing, homelessness, human services, etc.
2. Experience working on policy implementation, program administration, and/or service delivery, preferably in the context of community, economic, housing, human services, social, and/or urban policy.
3. Ability to bring together diverse groups of professionals working on homeless and housing issues and move them towards consensus.
4. Knowledge of innovative and emerging management practices, including experience in the development and implementation of performance-based contracting.
5. Knowledge of federal and state data and reporting requirements for homeless services.
6. Familiarity with the Massachusetts Emergency Assistance (EA) program.
7. Demonstrated success in performance improvement.
8. Experience leading through ambiguity, flexibly responding to new information and meeting unanticipated demands, and bringing order to chaos.
9. Excellent written and oral communication skills.
10. Ability to take initiative, work effectively independently with little supervision and in a team setting.
11. At least intermediate proficiency using Microsoft Word, Excel, PowerPoint, Access, Teams and Outlook.
12. Travel for job related purposes is an essential function of this role. Travel will be required up to 75% of the time.

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>

Official Title: Administrator VI

Functional Title: Director of Shelter Expansion and Special Initiatives

Primary Location: United States-Massachusetts-Boston-100 Cambridge Street

Job: Community and Social Services

Agency: Department of Housing & Community Development

Schedule: Full-time

Shift: Day

Job Posting: Mar 1, 2023, 9:22:30 AM

Number of Openings: 1

Salary: \$81,529.95 - \$114,000.00 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

Hybrid Work Eligible: Yes

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Jessica Molina – 8572480160

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=230002V9>