

Chief of Staff - Housing Stabilization - (240008ON)

Executive Office of Housing and Livable Communities (EOHLC) is seeking a Chief of Staff of Housing Stabilization in the Division of Housing Stabilization (DHS)!

AGENCY MISSION:

The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents.

Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

The mission of the Division of Housing Stabilization (DHS) is to ensure that homelessness is rare, brief, and non-recurring.

The Division of Housing Stabilization, along with the programs it oversees, is in transformation as the Commonwealth faces unprecedented demand for homelessness prevention and shelter services while faced with housing supply shortages. For more than a year, an all-of-government Incident Command team has managed this response. After a period of rapid expansion and crisis, the program and organization running it are planning and building the team within the Division for long-term stability. The Chief of Staff of Housing Stabilization is a member of the DHS executive team and will play a key role in this transformation.

OVERVIEW OF ROLE:

The Chief of Staff of Housing Stabilization (hereinafter known as "the DHS Chief of Staff") will serve as a trusted advisor to the Undersecretary of Housing Stabilization, acting as a sounding board for decisions and helping to manage the flow of information and priorities within the Division. The role requires ensuring that all parts of the Division are aligned with the strategic goals and implementing systems for tracking progress on key initiatives. The DHS Chief of Staff will play a crucial communications role, ensuring that team members are informed, motivated, and aligned with the Division's goals. The DHS Chief of Staff serves as the Division's primary liaison with the Executive Office, Governor's office, EOHLC's executive communications team as it relates to managing external stakeholders, such as service providers, advocates, and local and state officials, to ensure effective collaboration and partnership.

In addition to these responsibilities, the DHS Chief of Staff is responsible for leading change efforts including overseeing communication and training within the Division for major programmatic changes. The DHS Chief of Staff works with the Undersecretary of Housing Stabilization and other DHS senior leaders to develop and implement policy and program changes, such as new eligibility criteria, service models, and performance measures. The DHS Chief of Staff ensures that staff are engaged and supported throughout the change process, and that program outcomes and impacts are monitored and evaluated.

The role of a DHS Chief of Staff ensures that the DHS is running smoothly, and that the Undersecretary of Housing Stabilization is well-supported. This involves efficiently taking the lead in managing incoming requests, supporting the operational effectiveness of the Undersecretary through agenda-setting, follow up, and time management, and acting as a proficient coordinator and liaison among senior leaders. Success for the DHS Chief of Staff looks like identifying opportunities to create new systems and processes to streamline operations and managing teams effectively. The DHS Chief of Staff will need to have a 360-degree view of the Division of Housing Stabilization, constantly looking to improve team communications and ways of working, ensuring high productivity and employee morale, while advocating and supporting short- and long-term employee development needs.

In summary, the DHS Chief of Staff plays a pivotal role in guiding the Division through operational excellence, policy innovation, and transformational change to fulfill its mission of reducing homelessness and ensuring sustainable housing solutions.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1. Leadership:

- Works with the Undersecretary of Housing Stabilization and other DHS senior leaders to develop and implement policy and program changes, such as new eligibility criteria, service models, and performance measures.
- Conducts research and analysis, preparing reports and presentations, and facilitates internal and external stakeholder feedback and input.
- Supports in providing guidance on key metrics that drive the Division's performance and efficiency.
- Helps set the vision for ways to facilitate change and communication within the DHS programs, and with DHS staff to create a culture of change, improvement and excellence.

2. Collaboration:

- In partnership with the DHS Chief Operating Officer oversees the daily operations of the Division of Housing Stabilization to ensure that all functions are running efficiently and effectively.
- Manages the flow of information within the Division, coordinating with other EOHLC Divisions, and ensuring alignment with the overall strategic direction.
- Implements and manages systems for tracking progress on key initiatives, ensuring that deadlines are met, and objectives are achieved.
- Supports the resolution of escalated issues or conflicts that may arise within or across the teams and promotes staff engagement to increase retention and reduce turnover.

3. Staff Learning and Development:

- Oversees the training efforts across the Division of Housing Stabilization, which provides professional development and technical assistance to staff and partners.
- The training unit develops and delivers curricula on topics such as program policies and procedures, case management, homelessness prevention, housing search, and trauma-informed care.
- The training unit also coordinates with other agencies and organizations to share best practices and resources for serving families and those seeking support through DHS programs.
- Ensures that the training unit aligns with the strategic goals and priorities of the individual programs, the Division and the EOHLC, including Human Resources.

4. Communication:

- Coordinates and communicate with external stakeholders, such as service providers, advocates, and local and state officials, to ensure effective collaboration and partnership.
- Builds and maintains positive and productive relationships with the Emergency Assistance (EA) program's service providers, and ensures that they receive adequate and timely support, information, and resources from the EA program.
- Represents the EA program at various meetings, events, and forums, and communicates the EA program's goals, achievements, and challenges to the public and the media.

5. Monitoring and Evaluation:

- Monitors and evaluate the EA program's outcomes and impacts and identify areas for improvement and innovation.
- Designs and implements performance management systems and tools, such as dashboards, scorecards, and surveys, and using data and feedback to measure and improve the EA program's effectiveness and efficiency.
- Identifies and shares best practices and lessons learned from the EA program and other similar programs, and initiates and supports for continuous quality improvement initiatives and projects.

6. Examples of Other Duties:

- Schedules and coordinates meetings with internal and external stakeholders to ensure clear communication and effective collaboration.
- Participates in special projects, committees, or task forces, and supports other programs or functions within the Division of Housing Stabilization or within the Executive Office of Housing and Livable Communities.

PREFERRED QUALIFICATIONS:

1. Proven experience in leadership roles within public sector, with a track record of successfully managing cross-functional teams.
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. Demonstrated intermediate proficiency using Word, Excel and Outlook.
4. Exceptional organizational skills, with the ability to manage the flow of information and ensure that priorities are clearly communicated and followed.
5. Exceptional communication and interpersonal skills, with the ability to effectively engage with stakeholders at all levels.
6. Strategic thinker with the ability to analyze complex issues, develop innovative solutions, and drive results.
7. Experience in government or other public sector industry or a related field is highly desirable.
8. Demonstrated ability to thrive in a fast-paced, dynamic environment and adapt to changing priorities.
9. Experience in program evaluation, performance management, or process improvement initiatives.
10. Experience in housing assistance or social services is a plus.

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) six (6) 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 two (2) years must have been in a 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>

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.

Official Title: Administrator VIII

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

Job: Administrative Services

Agency: Executive Office of Housing and Livable Communities

Schedule: Full-time

Shift: Day

Job Posting: Oct 8, 2024, 10:21:46 AM

Number of Openings: 1

Salary : \$104,479.31 - \$161,458.43 Yearly

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

Bargaining Unit: M99-Managers (EXE)

Confidential: No

Potentially Eligible for a Hybrid Work Schedule: Yes

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=240008ON>