

**EOHLC is seeking a Director of Intake, Eligibility & Placement
in the Division of Housing Stabilization!**

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

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.

OVERVIEW OF ROLE (NOT ALL INCLUSIVE):

The **Director of Intake, Eligibility, and Placement**, (hereinafter known as “the Director”) in the Division of Housing Stabilization (DHS) is a strategic leader responsible for the front door of the Emergency Assistance (EA) family shelter program, which currently serves approximately 7,500 eligible families, with approximately 700 additional families on a waitlist for shelter services due to limited availability.

In this critical management role, the Director oversees a team of over approximately 160 managers, supervisors and frontline staff and all daily operations of intake, eligibility, and placement for the EA program through the DHS field offices and the contact center. There are currently 10 intake offices co-located with the Department of Transitional Assistance (DTA) throughout the Commonwealth and one intake office co-located with a Family Welcome Center. The Director provides supervision of two Deputy Directors of Field Operations, the Director of Placement and Transfer, and the Contact Center Operations Manager overseeing EA Program phone intake operations.

The Director works alongside EOHLC leadership, legal, training, and data teams to develop and implement all intake, eligibility, and placement policy related to the EA family shelter program. The Director will be responsible for strategic planning for field operations and leading the team to implement user experience and business process improvements to the intake, eligibility, and placement process.

In this public-facing role, the Director will engage with advocates, legal aid, hospitals, and other community-based stakeholders, as related to families seeking eligibility and placement for the Emergency Assistance family shelter program. An important aspect of this role is building and maintaining strong partnerships across state government, to inform process redesign and troubleshoot complex cases.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1. Leadership:

- Provides direction and guidance in the management of the Emergency Assistance (EA) Program to the Deputy Directors of Field Operations, Assistant Directors of Field Operations and staff, the Director of Placement and Transfer and staff, and to the Contact Center Operations Manager.
- Ensures that there is an equitable distribution of staff among field offices and that the Assistant Directors are appropriately supervising and directing staff.
- Travel is required to and from the different offices to provide on-site supervision for the Deputy and Assistant Directors.

2. Managing the Eligibility Determination & Placement Process:

- Ensures that the process of applying for EA is clear and accessible.
- Ensures that eligibility determination process is fair, consistent, and expedient.
- Ensures that eligible homeless families are placed in the most appropriate shelter available.

3. Collaboration with State Agencies and Stakeholders:

- Develops strategies to support and collaborate with state government agencies and stakeholders 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 EOHLC staff in a collaborative manner with DTA cash assistance, Supplemental Nutrition Assistance Program (SNAP) benefits and other benefits.

4. Training:

- Participates with the COO, Deputy Directors of Field Operations, and the Assistant Directors of Field Operations in the development of a training agenda that ensures that resources are available for the Field Staff. Participates with the COO and the Director of Placement and Transfer in the development of a training agenda that ensures that resources are available for the Placement and Transfer staff.

5. Policies and Procedures:

- Participates in the development of policies and procedures concerning labor relations, work assignment, performance appraisal and other administrative issues.

PREFERRED QUALIFICATIONS:

1. Demonstrated ability to provide leadership and supervision for intake, eligibility, and placement staff responsible for effectively and efficiently delivering quality customer service within a trauma informed service delivery model.
2. Experience coordinating complex, multi-layered systems with various stakeholders.
3. Experience working with state and/or federal programs with complex regulations and policies and the demonstrated ability to develop necessary strategies for effective implementation.
4. Exceptional negotiation, conflict resolution and coaching skills.
5. Ability to manage multiple tasks simultaneously as a result of effective planning, delegation and communication.
6. 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.
7. Understanding and compassion of issues of poverty and diverse low-income populations.
8. Demonstrated ability to create collaborative partnerships with multiple stakeholders including community-based organizations, local coalitions, legal aid, hospitals, faith based groups, service providers, and consumers.
9. Excellent verbal and written communication and reporting skills.
10. Ability to travel to different offices throughout the Commonwealth.
11. Demonstrated proficiency in computer skills including Microsoft Word, Excel and Outlook.

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: Program Manager VIII

Functional Title: Director of Intake, Eligibility & Placement

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: Apr 30, 2024, 4:36:45 PM

Number of Openings: 1

Salary: \$104,479.31 - 152,000.00 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

Potentially Eligible for a Hybrid Work Schedule: 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

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=2400052Y>