

Non-Compliance and Placement Coordinator - (200008EN)

Official Title: Program Coordinator III

Functional Title: Non-Compliance and Placement Coordinator

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

Job: Administrative Services

Agency: Department of Housing & Community Development

Schedule: Full-time

Shift: Day

Job Posting: Dec 15, 2020, 1:52:58 PM

Number of Openings: 1

Salary: \$63,780.86 - \$92,381.90 Yearly

Bargaining Unit: 06-NAGE - Professional Admin.

Confidential: No

The Non-Compliance (NC) & Placement Coordinator position is critical to the smooth operation of the Emergency Shelter System (EA). Non-compliances are issued to families in EA shelter/hotel when they are not following shelter/hotel rules, not complying with re-housing plans or engaged in criminal activity. The incumbent is responsible for issuing non-compliances and termination notices to families. When a family appeals a non-compliance/termination, the Non-Compliance & Placement Coordinator is responsible for insuring that shelter staff are available to participate in scheduled appeal hearings. The incumbent is responsible for training shelter staff on the NC process as requested. In addition other duties include Language Access Coordinator for EA and Homeless Management Information System (HMIS) data entry and integrity reports.

DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):

1. Review all Non-compliance (NC) requests for completeness, accuracy and ability to make a determination of NC. Contact provider for additional information/clarification as needed. Enter all received Non-compliance requests into spreadsheet. If it is determined that an incident does not meet the NC threshold, notify the provider of the decision.
2. Complete all First and Second non-compliance forms (TES-NN). Complete Termination Forms (NFL-TT) for all third non-compliances received. Notice all parties involved that the NC/Termination has been issued including the EA family, DHCD office, FOR Families staff if family is in hotel, shelter provider if family is in shelter.
3. Complete Termination Form (NFL-ST-CA) if a family is asked to leave EA shelter/hotel due to criminal activity. Notice all parties involved that the Termination has been issued including the EA family, DHCD office, FOR Families staff if family is in hotel, shelter provider if family is in shelter.
4. Respond to Serious Incident Reports (SIR) received from shelters. If the provider requests a NC as a result of the SIR, complete TES-NN for all first and second non-compliances. Complete EA-NDR/USR1 & NFL-TT (termination) for all third non-compliances received.
5. Train shelter providers on Non-compliance/Termination process.
6. Update Non-compliance spreadsheet daily with new entries & appeal decisions.
7. Upload all Non-Compliances/Terminations to shared drive (SharePoint) for scheduled hearings.
8. Prepare Quarterly Report.

9. Attend/complete all mandatory trainings as scheduled.
10. Language Access Coordinator: respond to and resolve problems/complaints regarding language access. Compile data as it pertains to language access and create and implement language access training for DHCD EA.
11. Review EA data entry for accuracy and work with homeless coordinators and providers to rectify data integrity issues.

PREFERRED QUALIFICATIONS:

1. Ability to work independently.
2. Ability to prioritize work and manage multiple assignments.
3. Excellent written and verbal communication skills.
4. Experience working with homeless families.
5. Demonstrated collaboration skills with outside agencies.
6. Demonstrated proficiency and advanced knowledge of Microsoft Word, Excel, and Outlook.
7. Attention to detail.

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:

Please upload resume and cover letter.

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.

QUALIFICATIONS:

First consideration will be given to those applicants that apply within the first 14 days (by 12/29/20).

MINIMUM ENTRANCE REQUIREMENTS: Applicants must have at least (A) four years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, and (B) of which at least one year must have been in a supervisory capacity, or (C) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Bachelor's degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the required (A) experience.*

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for a maximum of three years of the required (A) experience.*

III. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required (A) experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: No substitutions will be permitted for the required (B) 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: Marjorie Lalli - 617-573-1254

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=200008EN>