

**Community Outreach and Training Coordinator (Temporary 2 year position with benefits) - (210001GX)**

**Official Title:** Program Coordinator II

**Functional Title:** Community Outreach and Training Coordinator (Temporary 2 year position with benefits)

**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:** Feb 10, 2021, 1:44:00 PM

**Number of Openings:** 1

**Salary:** \$58,390.54 - \$83,591.56 Yearly

**Bargaining Unit:** 06-NAGE - Professional Admin.

**Confidential:** No

The Community Outreach and Training Coordinator will serve a critical change management function for DHCD and through coordination with DHCD senior leaders, Division staff, Eviction Diversion Initiative (EDI) project staff, and external stakeholders and partners, will coordinate communications, community outreach, and training efforts pertinent to EDI efforts and/or general DHCD priorities.

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

**1. Community Outreach:** In partnership with the Deputy Director for Programs and Strategy, the DHCD Chief of Staff, the DHCD Legislative Director, and the DHCD Communications Director, coordinate communications, outreach, and feedback to, with, and from a wide array of stakeholders and implementation partners. This includes building and strengthening relationships with the agency's key community partners, drafting or compiling stakeholder briefing materials, using effective and appropriate tools to create public awareness, targeted engagement, coordinating logistics for meetings or calls, managing messaging calendars, responding to factual inquiries, soliciting feedback, and other related tasks.

**2. Training:** In partnership with the Deputy Director for Programs and Strategy, DHCD Division Directors, Eviction Diversion Initiative staff, coordinate and support the development of training materials and sessions for internal DHCD staff, external implementation partners, and external stakeholders. This includes managing training calendars, identifying stakeholder training needs and relaying those needs to DHCD leaders, developing training materials with DHCD staff, coordinating logistics for successful trainings, procuring and monitoring vendors as needed, recording trainings developed by subject matter experts, through technology-based resources creating innovative ways to provide up to date trainings to a variety of audiences and other related tasks.

**3. Stakeholder Management:** In partnership with the Deputy Director for Program and Strategy, DHCD Division Directors, Eviction Diversion Initiative staff, assess external stakeholder needs and priorities and then maintain those relationships by identifying opportunities for ongoing collaboration and coordination to meet the goals of the Eviction Diversion Initiative and the agency. Collaborate with the Deputy Director for Program and Strategy to do internal (cross-division) stakeholder management and weave together the different components of the Eviction Diversion Initiative to align with overall agency strategies.

4. Other duties as assigned.

## **PREFERRED QUALIFICATIONS:**

**This is a 2 year position with benefits. The end date may be extended based on availability of funding.**

1. Knowledge of web-based training system/application such as Articulate 360, Adobe Captivate, Camtasia, and PowToons.
2. Ability to manage complex projects from ideation to completion.
3. Ability to work across traditional organizational boundaries.
4. Ability to work collegially and effectively with a wide range of agency and external employees, ranging from front-line employees to executive-level leaders.
5. Ability to galvanize teams around a shared purpose and measurable objective.
6. Ability to develop bold and feasible project plans to meet such purposes and objectives.
7. Ability to respond to both opportunities and obstacles with agility and flexibility to keep teams on track to meet project goals.
8. Ability to assign project deliverables and hold teams accountable for the completion of assigned deliverables.
9. Ability to manage external consulting teams.
10. Ability to lead large, cross-functional teams without being part of those teams' organizational hierarchies.
11. Ability to "manage up" to both internal and external stakeholders.
12. Ability to navigate ambiguity and bring order to chaos.
13. Ability to thrive in fast-paced settings.
14. Ability to remain collaborative and results-driven in the face of obstacles and adversity.
15. Ability to maintain accurate records.
16. Ability to prepare and use charts, graphs, and tables.
17. Ability to prepare general reports.
18. Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence.
19. Ability to follow written and oral instructions.
20. Ability to give written and oral instructions in a precise, understandable manner.
21. Ability to communicate effectively in oral expression.
22. Ability to deal tactfully with others.
23. Ability to adjust to varying or changing situations to meet emergency or changing program requirements.
24. Ability to exercise sound judgment.
25. Ability to exercise discretion in handling confidential information.
26. Prior experience working in housing and/or community or economic development.
27. Substantial knowledge of federal and state housing policy.
28. Prior experience leading cross-functional initiatives and exercising informal leadership with lateral peers.
29. Prior experience managing relationships with external partners and stakeholders.
30. A track record of managing change within a complex organization and/or ecosystem of organizations.

## **MISSION STATEMENT:**

Department of Housing and Community Development (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.

## **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 02/24/21).**

MINIMUM ENTRANCE REQUIREMENTS: Applicants must have at least (A) three 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, or (B) 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 experience.\*

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for the required 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 experience.\*

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

**If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Marjorie Lalli - 6175731254**

**An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.**

**HOW TO APPLY:**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=210001GX>