

Eviction Diversion Subsidized Housing Coordinator (Temporary 2 year position with benefits) - (210001HK)

Official Title: Program Coordinator II

Functional Title: Eviction Diversion Subsidized Housing 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: Feb 10, 2021, 5:26:16 PM

Number of Openings: 1

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

Bargaining Unit: 06-NAGE - Professional Admin.

Confidential: No

The Eviction Diversion Subsidized Housing Coordinator will support and advance the development and implementation of scalable landlord solutions to preserve tenancies and divert households from eviction. This work will focus on solutions involving key partners including MassHousing and the Massachusetts Housing Partnership, subsidized housing owners and managers, as well as Local Housing Authorities in Massachusetts.

The Eviction Diversion Subsidized Housing Coordinator may be called upon to provide additional project management, coordination, and/or operational support across other areas of DHCD's Eviction Diversion Initiative as needed.

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

Support for the Division's Eviction Diversion Initiative (EDI), the Director of Emergency Housing Assistance and the Housing Program Specialist IV in the successful implementation and coordination of the EDI Program's scalable, packaged solutions for subsidized landlords seeking rental assistance, prioritizing tasks by importance.

1. General Support. Tasks include assisting managers with: ensuring the EDI program is effectively operating and is administered within program requirements and standards; vendor procurement and contract administration; evaluating and processing program application submissions, approvals, reports, and other key documents; tracking program participation and analyzing outcomes; identifying and tracking project adherence to deadlines and guidelines; coordinating and participating in program-related meetings and properly documenting and contributing to key decisions; drafting, finalizing and transmitting written communication; and following up by phone or email with stakeholders and participants.
2. Creates and analyzes program-related data and synthesizes into reports for management to both track operations as well as to evaluate progress and effectiveness of program interventions/metrics. Based on information, the incumbent suggests recommendations for changes in policy, procedures, guidelines, etc.
3. Develops and maintains effective systems/processes to facilitate program administration, assure that necessary data is collected effectively and accurately, and to ensure the proper documentation is properly

filed and stored. Makes recommendations for creating new databases/systems. Participates in the design, creation and subsequent development of performance tracking databases with DHCD's IT Unit.

4. Collaborates with senior staff to make sure all phases of the program are being executed efficiently and effectively through an organized work-flow. Confers with management staff and other agency personnel in order to determine program requirements, availability of resources, criteria, and standards for program evaluation. Develops, implements, and oversees administrative systems, and protocols and makes data-driven recommendations for efficiencies and internal and external policy interventions.

5. Coordinates and provides training for internal staff as well as external stakeholders regarding changes in business processes and protocols, reporting, and/or technical systems.

6. Reviews, maintains and updates reference files containing key documents such as standards forms, regulations, policy statements, protocols, and mass communications. Confers with Senior Management to determine what programmatic materials need to be filed and in what format. Materials may include applications, financial statements, contracts, transmittals, records of payment, certifications, planning documents/studies, letters, audits, and reports. Responsible for maintaining a resource library for technical services unit.

7. Periodically evaluates the effectiveness of the Program's policies, workflow, systems, databases and filing systems, including regular quality and consistency checks. Makes suggestions for improvements when needed with the input of internal and external stakeholders.

8. Ensures communication between all members of and stakeholders in the project team. Shares successful strategies and approaches identified through the project(s) being managed that may be replicable by other project teams.

9. Responsible for scheduling and/or conducting internal and external meetings and presentations.

10. Maintains liaison with private, local, state, and federal agencies and other partners in order to exchange information, provide technical assistance, and/or resolve problems.

11. 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. Experience using business intelligence software.
2. Knowledge of federal grant compliance, including administrative requirements, cost principles, and audit requirements.
3. Knowledge of grant administration, including program and budgeting design, implementation, reporting, and performance tracking.
4. Candidate has demonstrated experience creating and maintaining databases and tracking systems.
5. Candidate has demonstrated experience in housing or community development policy and programs.
6. Excellent organizational and problem solving skills.
7. Attention to detail, customer-focused and the ability to work collaboratively.
8. Excellent written and oral communication skills.
9. Ability to work independently and as part of a team, manage multiple ongoing priorities and organize time efficiently and effectively while meeting required deadlines.
10. Proficiency using Microsoft Word, Excel, PowerPoint and Access.
11. Strong data analysis and project management skills.
12. Ability to manage complex projects from ideation to completion.
13. Ability to work across traditional organizational boundaries.
14. Ability to work collegially and effectively with a wide range of agency and external employees, ranging from front-line employees to executive-level leaders.

15. Ability to galvanize teams around a shared purpose and measurable objective.
16. Ability to develop bold and feasible project plans to meet such purposes and objectives.
17. Ability to respond to both opportunities and obstacles with agility and flexibility to keep teams on track to meet project goals.
18. Ability to assign project deliverables and hold teams accountable for the completion of assigned deliverables.
19. Ability to manage external consulting teams.
20. Ability to lead large, cross-functional teams without being part of those teams' organizational hierarchies.
21. Ability to "manage up" to both internal and external stakeholders.
22. Ability to navigate ambiguity and bring order to chaos.
23. Ability to thrive in fast-paced settings.
24. Ability to remain collaborative and results-driven in the face of obstacles and adversity.
25. Ability to maintain accurate records.
26. Ability to prepare and use charts, graphs, and tables.
27. Ability to prepare general reports.
28. Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence.
29. Ability to follow written and oral instructions.
30. Ability to give written and oral instructions in a precise, understandable manner.
31. Ability to communicate effectively in oral expression.
32. Ability to deal tactfully with others.
33. Ability to adjust to varying or changing situations to meet emergency or changing program requirements.
34. Ability to exercise sound judgment.
35. Ability to exercise discretion in handling confidential information.
36. Prior experience working in housing and/or community or economic development.
37. Substantial knowledge of federal and state housing policy.
38. Prior experience leading cross-functional initiatives and exercising informal leadership with lateral peers.
39. Prior experience managing relationships with external partners and stakeholders.
40. 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=210001HK>