

## **Emergency Assistance Data Management Specialist - (2300036T)**

### **Department of Housing and Community Development (DHCD) is hiring (3) Emergency Assistance Data Management Specialists in the Division of Housing Stabilization!**

#### **AGENCY MISSION:**

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.

#### **OVERVIEW OF ROLE (NOT ALL INCLUSIVE):**

The Emergency Assistance Data Management Specialist (EADMS) supports the Department of Housing and Community Development's (DHCD's) Division of Housing Stabilization (DHS) by coordinating data collection and reporting for the Emergency Assistance (EA) family shelter system. The incumbent serves as a member of a team of enterprise administrators for the EA program's primary data collection software, Efforts to Outcomes (ETO). This position provides end user support, training, and technical assistance to the data system's users including homeless coordinators who determine EA eligibility, shelter placement staff, ADA coordinators, contract managers, and providers. The EADMS works with system users to improve data quality issues and prepares data for analysis. The position also involves developing data collection instruments and associated reports to DHS staff and providers to support program operations.

#### **DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):**

1. **User Support:**
  - Assist in ETO enterprise administration including creating and monitoring user accounts, projects, and EA bed registry entities.
  - Field questions from system users on database access, procedures, and functionality, and work with the software vendor to troubleshoot technical issues as needed.
  - Effectively communicate to all ETO users.
2. **Technical Assistance & Training:**
  - Provide technical assistance and training through MS Teams software, web-based training tools, and as needed site visits to ETO users.
  - Assist in creating or updating ETO training manuals for system users.
3. **Reporting:**
  - Generate EA data quality reports and work with data system users to improve data quality if needed.
  - Create data collection instruments within ETO and associated reports to support program operations.
4. **Quality Assurance:**
  - Identify and refer ETO system defects as well as potential ETO enhancements to data supervisors.
  - Support data analytics by performing basic data cleaning tasks.
  - Stay informed and be knowledgeable about policies and practices related to the EA program and make recommendations for system enhancement or changes.
5. **Collaboration:**
  - Work with DHCD staff to develop data system customizations to support the administration and performance monitoring of state initiatives.

#### **PREFERRED QUALIFICATIONS:**

1. At least intermediate proficiency using Microsoft Word, Excel, and Access to produce documents and reports.
2. Ability to communicate clearly and effectively both orally and in writing.
3. Knowledge of how to use electronic methods to communicate, including email, GoToMeeting, use of screen shots, etc.
4. Understanding of Emergency Assistance program and homelessness services more generally.
5. Excellent time management skills, including the ability to prioritize work, escalate issues, adjust to changing priorities and meet required deadlines.
6. Ability to communicate with providers as well as and all levels of staff throughout DHCD with tact and diplomacy.
7. Knowledge of the methods used in the preparation of charts, graphs, and tables.
8. Knowledge of how to work with complex databases.

**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.

**QUALIFICATIONS:**

**First consideration will be given to those applicants that apply within the first 14 days.**

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.

**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>

**Executive Order #595:** As a condition of employment, successful applicants will be required to have received COVID-19 vaccination or an approved exemption as of their start date. Details relating to demonstrating compliance with this requirement will be provided to applicants selected for employment. Applicants who receive an offer of employment who can provide documentation that the vaccine is medically contraindicated or who object to vaccination due to a sincerely held religious belief may make a request for exemption.

**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 Coordinator II

**Functional Title:** Emergency Assistance Data Management Specialist

**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:** Mar 3, 2023, 8:27:52 AM

**Number of Openings:** 3

**Salary:** \$62,268.18 - \$89,143.08 Yearly

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

**Confidential:** No

**Hybrid Work Eligible:** 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=2300036T>