

Eviction Diversion Coordinator (Eviction Diversion Initiatives (Temporary 2 year position with benefits) - (210001HZ)

Official Title: Program Coordinator II

Functional Title: Eviction Diversion Coordinator (Eviction Diversion Initiatives)

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, 4:47:48 PM

Number of Openings: 1

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

Bargaining Unit: 06-NAGE - Professional Admin.

Confidential: No

Reporting to the Manager of Eviction Diversion Initiatives, the Eviction Diversion Coordinator will provide project coordination and analyst support for a variety of programs within the Eviction Diversion Initiative, including but not limited to Community Mediation, the COVID Eviction Legal Help Program, the Tenancy Preservation Program, subsidized housing rental arrears program, municipal assistance programs, Housing Stabilization/Rapid Rehousing Rental Assistance, and Public Housing assistance programs. The Eviction Diversion Coordinator may be called upon to provide additional project management, performance management tracking, policy analysis, coordination, and/or operational support across other areas of DHCD's Eviction Diversion Initiative as needed. The Coordinator will draft deliverables for stakeholder review, including reports, presentations, plans, memos, strategy documents, public procurement documents, and program guidelines. The Coordinator will also assist with database management, dashboard maintenance, and other reporting tools to support performance tracking.

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

1. Coordinate amongst cross-agency and cross-functional projects from ideation to completion.
2. Track and report on multiple projects working with multiple Agency partners from front-line staff to executive leaders.
3. Participate in policy planning meetings, and create materials for internal and external stakeholders & groups.
4. Ensure clear and organized communication between all members of and stakeholders in the project team.
5. In response to new information, new opportunities, new obstacles, insufficient progress, or other relevant situations, adapt and modify project activities as necessary to achieve project goals.
6. Share successful strategies and approaches identified through the project(s) being managed that may be replicable by other project teams.
7. Cultivate a results-driven, solutions-oriented, collaborative work environment.
8. Support and develop the project management and general management skills, practices, and habits of DHCD employees and external agency partners.
9. 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. Ability to manage complex projects from ideation to completion.
2. Ability to work across traditional organizational boundaries.
3. Ability to work collegially and effectively with a wide range of agency and external employees, ranging from front-line employees to executive-level leaders.
4. Ability to galvanize teams around a shared purpose and measurable objective.
5. Ability to develop bold and feasible project plans to meet such purposes and objectives.
6. Ability to respond to both opportunities and obstacles with agility and flexibility to keep teams on track to meet project goals.
7. Ability to assign project deliverables and hold teams accountable for the completion of assigned deliverables.
8. Ability to manage external consulting teams.
9. Ability to lead large, cross-functional teams without being part of those teams' organizational hierarchies.
10. Ability to "manage up" to both internal and external stakeholders.
11. Ability to navigate ambiguity and bring order to chaos.
12. Ability to thrive in fast-paced settings.
13. Ability to remain collaborative and results-driven in the face of obstacles and adversity.
14. Ability to maintain accurate records.
15. Ability to prepare and use charts, graphs, and tables.
16. Ability to prepare general reports.
17. Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence.
18. Ability to follow written and oral instructions.
19. Ability to give written and oral instructions in a precise, understandable manner.
20. Ability to communicate effectively in oral expression.
21. Ability to deal tactfully with others.
22. Ability to adjust to varying or changing situations to meet emergency or changing program requirements.
23. Ability to exercise sound judgment.
24. Ability to exercise discretion in handling confidential information.
25. Prior experience working in housing and/or community or economic development.
26. Substantial knowledge of federal and state housing policy.
27. Prior experience leading cross-functional initiatives and exercising informal leadership with lateral peers.
28. Prior experience managing relationships with external partners and stakeholders.
29. 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=210001HZ>