

Diversion Program Coordinator - (2400063A)

Executive Office of Housing and Livable Communities (EOHLC) is seeking a Diversion Program Coordinator in the Division of Housing Stabilization!

AGENCY MISSION:

The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents.

Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

OVERVIEW OF ROLE:

The Diversion Program Coordinator is responsible for the day-to-day administration of the EOHLC Diversion program, which strives to rapidly rehouse families who would otherwise need services under the Emergency Assistance (EA) family shelter program. The Diversion Program Coordinator oversees a portfolio of Diversion providers who work directly with households to connect them with housing, using EOHLC's HomeBASE rehousing program or other available programs or services. The incumbent participates in the development and implementation of program service delivery and administrative plans, facilitates implementation of program policies and procedures, provides technical assistance and ensures contractor compliance with all program rules and regulations.

Additional duties include supporting the Manager of Homelessness Prevention & Diversion with any activity related to increasing the number of families diverted from entering shelter. The incumbent is also responsible for helping to develop performance goals and targets for the Diversion providers, monitoring progress toward those targets and engaging providers in corrective action if necessary. Duties may also include other special projects.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1) Technical Assistance & Training:

- Provides regular training and technical assistance to contracted agencies ensuring comprehension of and compliance with all program policies and procedures, alignment with the Department's objectives, and overall quality of service delivery and projected program outcome achievements.

2) Fiscal/Contracts:

- Works closely with the DHS fiscal management team and the DHS contract managers to ensure all program expenses billed by the contracted agencies are aligned with the scope of service and flags areas of fiscal concern for further analysis.

3) Program Monitoring & Evaluation:

- Establishes individualized Diversion goals and target benchmarks to measure performance and collects or creates monthly reports to monitor progress
- Conducts annual program evaluations of Diversion, inclusive of a desk review of participant files and/or program site visits to monitor compliance with contract and outcome expectations. Develops corrective action plans as necessary.
- As needed, conducts randomized review of participant files, rehousing and stabilization plans, and data quality in All Services Integrated System Tracker (ASIST); Efforts to Outcomes (ETO); Salesforce/End-to-End (E2E) (or other EOHLC mandated data tracking systems) to monitor program activities and progress toward outcome expectations.
- May participate in Request for Response (RFR) evaluation committees.

4) Provider/Participant Assistance:

- Has direct contact with Diversion providers and, if needed, participant households to assist with and ensure plans for use of HomeBASE or other available programs are feasible and meet program

guidelines around benefit levels and eligible costs. Communicates EOHLIC expectations to both provider staff and family participants, promoting accountability and re-housing sustainability.

5) Other Administrative:

- Prepares and presents information/highlights/successes on programs/special projects to internal and external partners.
- May serve as the division's and the agency's representative on various inter- and intra-agency task forces and workgroups.
- Attends all mandated staff development trainings annually.

PREFERRED QUALIFICATIONS:

1. Excellent oral and written communication skills.
2. Experience in program analysis, program management, program coordination, and/or program planning.
3. At least intermediate proficiency in Microsoft Word, Excel Access and PowerPoint.
4. Ability to manage a workload of competing priorities in a fast-paced, deadline-driven environment.
5. Knowledge of Department's Emergency Assistance program rules and regulations.
6. Knowledge of the Department's family sheltering programs.
7. Ability to conduct annual site visits to review facilities for compliance with health & safety codes and licensing requirements.
8. Ability to interview clients and conduct investigations.
9. Ability to be flexible in order to respond to changing requirements and to be available to resolve programmatic and other issues as needed.
10. Strong organizational skills, time management skills, and effectively handling multiple responsibilities and meeting various deadlines.

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) 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.

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>

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 III

Functional Title: Diversion Coordinator

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

Job: Community and Social Services

Agency: Executive Office of Housing and Livable Communities

Schedule: Full-time

Shift: Day

Job Posting: Jun 17, 2024, 11:05:11 AM

Number of Openings: 1

Salary: \$73,566.74 - \$107,580.72 Yearly

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

Bargaining Unit: 06-NAGE - Professional Admin.

Confidential: No

Potentially Eligible for a Hybrid Work Schedule: Yes

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=2400063A>