

Non-Compliance Coordinator - (22000DEP)

DHCD is seeking a Non-Compliance Coordinator in the Division of Housing Stabilization!

AGENCY MISSION:

The Department of Housing and Community Development (DHCD) is within the 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:

The Non-Compliance Coordinator (NC Coordinator) position is critical to the smooth operation of the Emergency Shelter System (EA). Non-compliances are issued to families in EA shelter/hotel when they are not following shelter/hotel rules, not complying with re-housing plans or engaged in criminal activity. The NC Coordinator is responsible for issuing non-compliances and termination notices to families. When a family appeals a non-compliance/termination, the NC Coordinator is responsible for ensuring that shelter staff is available to participate in scheduled appeal hearings. The NC Coordinator is responsible for training shelter staff on the NC process as requested.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1) Determination, Communication & Documentation:

- Review all Non-compliance (NC) requests for completeness, accuracy and make a determination of NC. Contact provider for additional information/clarification as needed.
- Enter all received Non-compliance requests into spreadsheet.
- If it is determined that an incident does not meet the NC threshold, notify the provider of the decision.
- Complete all first and second non-compliance forms. Complete Termination forms for all third non-compliances received. Provide notice to all parties involved that the NC/Termination has been issued including the EA family, DHCD office, FOR Families staff if family is in hotel or shelter provider if family is in shelter.
- Complete Termination Form if a family is asked to leave EA shelter/hotel due to criminal activity. Provide notice to all parties involved that the Termination has been issued including the EA family, DHCD office, FOR Families staff if family is in hotel, or shelter provider if family is in shelter.
- Respond to Serious Incident Reports (SIR) received from shelters. If the provider requests a NC as a result of the SIR, complete all first and second non-compliances forms. Complete EA-NDR/USR1 & (termination) forms for all third non-compliances received.

2) Training:

- Train shelter providers on Non-compliance/Termination process
- Attend/complete all mandatory trainings as scheduled

3) Technology:

- Update Non-compliance spreadsheet daily with new entries & appeal decisions
- Upload all Non-Compliances/Terminations to shared drive (SharePoint) for scheduled hearings. Prepare Quarterly Report

PREFERRED QUALIFICATIONS:

1. Excellent oral and written communication skills
2. Excellent attention to detail
3. Demonstrated ability to form collaborative relationships with others
4. Ability to work independently
5. Ability to manage competing priorities
6. Experience working with homeless families

7. At least intermediate demonstrated proficiency using Microsoft Excel and Word.

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>

Official Title: Program Coordinator III

Functional Title: Non-Compliance Coordinator

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

Job: Administrative Services

Agency: Department of Housing & Community Development

Schedule: Full-time

Shift: Day

Job Posting: Nov 15, 2022, 9:44:25 AM

Number of Openings: 1

Salary: \$68,016.52 - \$98,517.12 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: Marjie Lalli - 6175731254

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.

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=22000DEP>