

Non-Compliance Coordinator - (23000CM9)

Executive Office of Housing and Livable Communities (EOHLC) is seeking a Non-Compliance Coordinator/Program Coordinator III 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 Non-Compliance Coordinator (NC Coordinator) position is critical to the smooth operation of the Emergency Shelter (EA) System. Non-compliance 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, EOHLC 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, EOHLC office, Follow-Up Outreach Referral (F.O.R. 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. Demonstrated, advanced knowledge of all Microsoft Office (**Excel, Word, PowerPoint**) products and 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.

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

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

Job: Administrative Services

Agency: Exec Office of Housing and Livable Communities

Schedule: Full-time

Shift: Day

Job Posting: Nov 24, 2023, 8:57:54 AM

Number of Openings: 1

Salary: \$68,016.52 - \$98,517.12 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=23000CM9>