

## **Placement Coordinator - (22000DAK)**

### **DHCD is seeking a Placement Coordinator for 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 Placement Coordinator performs all necessary functions to effect the placement, transfer and exit of homeless families in the Department of Housing and Community Development's (DHCD's) Emergency Assistance and hotel system. These functions include communicating pertinent information to shelter providers, arranging client transportation, notifying local DHCD Homeless Coordinators, completing required paperwork. In addition, there are daily reports that must be completed.

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

##### **1. Placements & Transfers:**

- Arrange shelter placements and transfers for homeless families statewide by working with local office DHCD and shelter providers. Communicate with providers to determine that the available placement is appropriate for the family and coordinate the family's arrival with the provider. The local office DHCD staff must be notified in a timely manner of the arrangements.
- Create placement and transfer letters for homeless families and email them with any other pertinent information to the local office DHCD staff, shelter/hotel where the family is located. These letters must be sent in a timely manner and contain all required information. Respond to questions from families about placements and transfers.
- Arrange for transportation for homeless families, when needed. Transportation arrangements must be coordinated with the DHCD Contractor - TransAction Associates. Arrange for the most cost effective, efficient transportation for each family depending on their location. Referral forms must be completed and submitted to Transaction Associates.
- Answer family's questions and concerns about transportation arrangements.

##### **2. Communication:**

- Follow-up by phone with shelters to ensure that all families arrive at designated placements. These calls should be placed the morning following a family's placement.
- Complete paperwork to inform local office DHCD staff and other appropriate personnel of all shelter exits.
- Communicate with Central Office staff, local office DHCD staff and shelter staff to resolve placement issues and concerns.
- Communicate with Domestic Violence Specialists to ensure assessments are received on all at-risk families prior to placement and that any questions about that assessment are answered prior to placement.
- Serves as a first point-of-contact with DHCD constituents, i.e., legislators, Regional Administering Agency (RAA's), Emergency Assistance (EA) shelter providers, legal advocates, medical providers, families, etc. and handles/resolves issues regarding the placement, transfer, dismissal and exit of families from the EA system and general inquiries regarding housing options.

##### **3. Technology:**

- Input data on placement in the All Services Integrated System Tracker/ Efforts to Outcomes (ASIST/ETO) database.

- Run vacancy report 2x daily and verify information as reported by EA providers.
- Run Off-line Report 2x/week. Follow-up with EA providers who have units off-line longer than agreed to.

**PREFERRED QUALIFICATIONS:**

1. Excellent oral and written communication skills.
2. At least intermediate proficiency using Microsoft Word, Excel and Access.
3. Ability to handle multiple priorities.
4. Strong organizational skills.
5. Experience working with homeless families.
6. Knowledge of DHCD's Emergency Assistance program.
7. Experience working with homeless families.
8. Ability to work as part of a team.
9. Ability to respond to crisis situations providing accurate information and direction.

**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!](#)

At <https://www.mass.gov/commonwealth-employee-benefits-and-rewards>

**Official Title:** Program Coordinator III

**Functional Title:** Placement Coordinator

**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:** Nov 14, 2022, 2:10:15 PM

**Number of Openings:** 2

**Salary:** \$68,016.52 - \$98,517.12 Yearly

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

**Confidential:** No

**Hybrid Work Eligible:** Yes

**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.

**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

**HOW TO APPLY:**

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