

## **Program Integrity Compliance Officer - (22000AX7)**

### **Department of Housing and Community Development (DHCD) is seeking a RAFT and HomeBASE Program Integrity Compliance Officer/Program Coordinator III in the Division of Housing Stabilization!**

#### **AGENCY MISSION:**

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 Program Integrity Compliance Officer is the lead DHCD employee responsible for preventing, mitigating, and responding to attempts to defraud the Rental Assistance for Families in Transition (RAFT) and HomeBASE programs. The Compliance Officer leads the development, implementation, and evaluation of data-driven program policies to ensure fraudulent applications for RAFT and HomeBASE are intercepted before payment is issued without harming legitimate applicants.

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

This role will work specifically on the RAFT and HomeBASE programs, which provide temporary emergency rental assistance to households facing eviction and homelessness.

The incumbent will work in the following areas:

#### **1) Investigations:**

- Investigate emerging fraud trends as reported by contracted organizations administering RAFT and HomeBASE programs
- Investigate high-priority fraud cases and refer as appropriate to law enforcement

#### **2) Training & Technical Assistance:**

- Train contracted organizations to detect, mitigate, and respond to attempted fraud without harming legitimate applicants; monitor contracted organizations for compliance with fraud mitigation policies

#### **3) Analysis:**

- In collaboration with the agency-wide Fraud Risk Manager, analyze current RAFT/HomeBASE processes to develop policy/programmatic recommendations to ensure fraud is detected without harming legitimate applicants
- Guide analyses of program data to inform fraud prevention activities

#### **PREFERRED QUALIFICATIONS:**

1. Certified Fraud Examiner (CFE) certification preferred
2. Experience translating fraud reports, investigations, and analyses into actionable policy or programmatic changes to reduce fraud
3. Experience investigating fraudulent claims, particularly in government cash or cash-like assistance programs
4. Experience using large datasets to identify
5. Potentially fraudulent claims

6. Relative efficacy of various fraud mitigation tools
7. Areas of fraud risk
8. Experience liaising with law enforcement around fraud, waste, and abuse
9. Experience using Salesforce, and Microsoft Suite (Excel, Word, PowerPoint, and SharePoint)
10. Experience with anti-fraud tools in banking, including Know Your Customer (KYC) regulations and methods
11. Basic understanding of statistical methods
12. Experience training frontline staff in complex and sensitive topics

**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>

**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.

**Official Title:** Program Coordinator III

**Functional Title:** Program Integrity Compliance Officer

**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:** Sep 16, 2022, 3:44:11 PM

**Number of Openings:** 1

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

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

**Confidential:** No

**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=22000AX7>