Executive Office of Housing and Livable Communities (EOHLC) is seeking a Senior Program Coordinator, Eviction Diversion 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 Senior Program Coordinator, Eviction Diversion is responsible for external-facing programs related to housing stability and homelessness prevention in the Division of Housing Stabilization. In particular, the Senior Program Coordinator works with the Residential Assistance for Families in Transition (RAFT) program team to ensure there is sufficient awareness about RAFT emergency rental assistance funds, the Housing Consumer Education Centers (HCEC) and related programs among communities and stakeholders throughout Massachusetts.

The Senior Program Coordinator provides program support and oversight for RAFT and related programs that offer housing stabilization or consumer education services, both programs operated and funded by EOHLC and those with whom EOHLC has formal or informal relationships. Related programs and services include, but are not limited to: EOHLC’s HomeBASE, Tenancy Preservation Program, Legal Services, Community Mediation, and general education and outreach through local channels and the Mass211 information line.

As EOHLC continues the implementation of its new software solution for the RAFT and HomeBASE programs, the Senior Program Coordinator will also provide support to landlord and advocate groups, such as by providing training or by creating documentation to help community users better navigate the software. The Senior Program Coordinator also provides data and reporting support and program oversight capacity for short-term or related projects as directed by the Program Director of RAFT and HCEC.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):
The incumbent will:

1) Manage external affairs and engagement related to RAFT and HCEC such as:
   - Program trainings
   - Information sessions
   - Webinars to announce new policies or programs

2) Serve as EOHLC point person to external groups interfacing with RAFT:
   - Legislative offices
   - Constituents
   - Other stakeholders

3) Application Software & Reporting:
   - Assist Senior Database Management Specialist with reporting requests, with a focus on those requests coming from external parties or related to the programs overseen by the Senior Program Coordinator, Eviction Diversion
• Support landlords, advocates, tenants, and RAA staff in the use of RAFT and HomeBASE application software by regularly updating training materials and collecting feedback from users to understand what new materials, videos, webinars, etc. may be required.

4) Train:
• Deliver trainings as necessary and provide oversight of the overall training schedule, ensuring that the relevant groups are trained regularly and as policy or other changes become effective.

5) Policy & Program Oversight:
Provide program oversight capacity and conduct analysis/make policy and program recommendations for DHS projects related to eviction prevention or housing stabilization, including but not limited to:
• Stabilization services for households who have received RAFT.
• RAFT application assistance by community-based organizations; integration of RAFT with housing mediation programs.
• Legal services, and other related programs.

6) Evaluate:
• Programs and policies
• Prepare recommendations based on data and findings from those evaluations.

PREFERRED QUALIFICATIONS:
1. Ability to communicate effectively in oral and written expression.
2. Experience conducting data analysis using large datasets.
3. Familiarity with database applications and/or management information systems.
5. Experience collaborating with a cross-functional, dispersed team of state government staff and consultants.
6. Experience taking initiative in a fast-paced, ambiguous and evolving environment.

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: Senior Program Coordinator, Eviction Diversion
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: Jun 21, 2023, 8:50:50 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: Jessica Molina - 8572480160

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=2300074B