

**Compliance and Technical Assistance Supervisor (Temporary 2 year position with benefits) - (210001H8)**

**Official Title:** Program Coordinator III

**Functional Title:** Compliance and Technical Assistance Supervisor

**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:** Feb 10, 2021, 2:50:11 PM

**Number of Openings:** 1

**Salary:** \$63,780.86 - \$92,381.90 Yearly

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

**Confidential:** No

The Compliance and Technical Assistance Supervisor leads three Program Coordinators in their oversight of a portfolio of Regional Administering Agencies (RAAs), 11 total. This team is responsible for monitoring performance and providing trainings and technical assistance (TA) to RAAs in their administration of the RAFT and Emergency Housing Assistance programs. The Supervisor is responsible for building out a new monitoring and TA program, ensuring that DHCD provides proper oversight of significant emergency rental assistance funding and meets and exceeds state and federal reporting and performance requirements. This position is also responsible for continuous improvement of the RAFT and related programs and the RAAs' administration of the program by identifying training needs and, if necessary, providing deep technical assistance to low-performing RAAs. This position also provides key inputs on policy development and program decisions.

**DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):**

1. Supervise three Program Coordinators in their oversight of a portfolio of Regional Administering Agencies (RAAs) in implementation of RAFT and other emergency housing assistance programs.
2. Oversee and direct "hands on" technical assistance to RAAs to improve operational performance and ability to deliver program outcomes in emergency timeframe.
3. Design and implement a comprehensive monitoring program to ensure that RAFT and related programs are in compliance with program guidance and applicable regulations including:
  - a) establishing file review protocols and cadence (virtual and desk reviews);
  - b) compiling monitoring reports;
  - c) recommending and carrying out corrective actions; and
  - d) tracking response deadlines.
4. Coordinate with Internal Controls Officer and DHCD's Office of Administration and Finance (OAF) in state and federal regulatory and fiscal compliance and DHCD audits of RAFT and related programs.
5. Lead the creation of Quality Assurance tools for the RAAs and management reports for DHCD in order to assist in monitoring performance and assessing risk.
6. At the direction of the Program Director, coordinate and implement changes to RAFT policies and guidance and the dissemination of guidance to the RAAs and the public.

7. Identify training and/or deeper technical assistance needs among the RAAs (individually and statewide) and coordinate with Director and Program Coordinators to conduct trainings and implement agency-specific technical assistance plans.
8. Lead the production of standard training materials, including job-aides, online video tutorials and the establishment of regular training “office hours” to ensure that RAAs have the support they need and consistent training for current and new staff.
9. Manage contracts and oversee consultants procured to assist DHCD in related work.
10. Participate in policy and planning meetings and assist in conducting presentations with external stakeholders. Represent DHCD on various internal and external working groups and committees, as required.
11. Other duties as assigned.

**PREFERRED QUALIFICATIONS:**

**This is a 2 year position with benefits. The end date may be extended based on availability of funding.**

1. 3-5 years prior experience providing technical assistance, training and/or quality assurance and compliance services.
2. Understanding and familiarity of affordable housing, rental assistance or emergency/disaster relief programs.
3. Ability to interpret detailed and technical regulations and requirements.
4. Ability to take initiative, work independently with minimal supervision and collaboratively in a team setting.
5. Ability to provide guidance to diverse groups and elicit support and cooperation.
6. Prior experience managing relationships with external stakeholders.
7. Proficiency using Microsoft Word, Excel, PowerPoint, Outlook, Housing Pro (HAPPY Software), customer relation management or case management software.

**MISSION STATEMENT:**

Department of Housing and Community Development (DHCD) is within 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.

**COMMENTS:**

**Please upload resume and cover letter.**

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division’s Recruiting Guidelines.

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 (by 02/24/21).**

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.

**If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Marjorie Lalli - 6175731254**

**An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.**

**HOW TO APPLY:**

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=210001H8>