

**Regional Homeless Coordinator Supervisor - Floater (Positions available at various locations) - (2200COR)**

The Department of Housing & Community Development (DHCD) seeks qualified applicants for the position of Benefit Eligibility & Referral Social Worker D (BERS D) – Regional Homeless Coordinator Supervisor within the Housing Stabilization Division field offices. 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.

Our ideal candidate is an experienced professional with a strong background in dealing with people in crisis and with the ability to interpret and understand complex regulations and policy to determine program eligibility accurately. The overall objective for this position is to provide guidance and support to Homeless Coordinators who are meeting with families and/or individuals applying for emergency assistance benefits, determining their eligibility and assessing their sheltering needs.

**DUTIES AND RESPONSIBILITIES (THESE DUTIES ARE A GENERAL SUMMARY AND NOT ALL INCLUSIVE):**

**1) Supervision:**

- Exercises direct supervision of and is responsible for the overall performance of the Homeless Coordinators in the unit.
- Directs the completion of special projects in accordance with Department policy and established reasonable work expectations.
- Monitors the processing of initial applications from homeless families and the determination of applicants' need for Housing Stabilization services and in accordance with existing Departmental policy and established reasonable work expectations.
- Ensures that the Homeless Coordinators respond to client requests for services in a compassionate and professional manner and ensures that they assist eligible clients in obtaining assistance by referring them to other appropriate state and local agencies.
- Ensures that Homeless Coordinators conduct Emergency Assistance eligibility reviews for existing clients when appropriate.
- Ensures that Homeless Coordinators conduct case management activities and refers clients to available support services.
- Ensures that the Homeless Coordinators obtain extensive housing histories for each client, focusing on medical, mental, substance abuse and domestic violence issues, and financial concerns.
- Ensures that the Homeless Coordinators review family history to identify extended family resources.
- Ensures that the Homeless Coordinators assess the special needs of clients to be considered in requesting and making appropriate shelter/motel referrals.

**2) Mandated Reporting:**

- Reports suspected cases of child, elder and spousal abuse to appropriate authorities by notifying the Department of Children and Families (DCF) and other appropriate agencies in order to assist the affected party and deter future abuse.

**3) Collaboration:**

- Networks with state and non-profit agencies that assist the homeless population.
- Meets regularly with representatives from such organizations as the Homeless Coalition, FOR Families, MATT team at the motels, DCF, Department of Revenue (DOR), Department of Transitional Assistance (DTA), MassHealth, area shelters and similar agencies.

**4) Technology and Tracking:**

- Ensures that Homeless Coordinators enter and track the demographics of the homeless population they service, such as household size and composition, language spoken, special medical or other

considerations, reasons for homelessness, domestic violence issues, substance abuse issues, refusals of placement and all other relevant issues;

- Ensures the entry of accurate data using the computer and appropriate documents by the Homeless Coordinators in accordance with Departmental policy

#### **5) Hearings:**

- Represents the Department at appeal hearings.

#### **6) Other**

- May provide direct client services as necessary and appropriate.
- This role requires in state travel.

#### **PREFERRED QUALIFICATIONS:**

1. Knowledge of common individual and/or family income and assets.
2. Knowledge of the principles, methods and techniques of customer service.
3. Knowledge of the principles and correct usage of the English language involved in writing narratives, including grammar, spelling, sentence structure, word meaning and punctuation.
4. Knowledge of interviewing techniques.
5. Ability to utilize more complex applications of the laws, rules, regulations, programs, policies, procedures, specifications, standards and guidelines governing agency operations and assigned unit activities.
6. Ability to read, interpret, apply and explain the provisions of the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing agency operations and assigned unit activities.
7. Ability to read, interpret and apply Federal, State and local social services programs, laws, statutes and regulations that affect eligibility for financial assistance, such as worker's compensation, social security and unemployment insurance.
8. Ability to use investigative techniques in conducting interviews and obtaining pertinent factual information.
9. Ability to understand and apply knowledge of the principles, practices, and techniques of supervision in order to demonstrate ability to supervise, including planning, organizing, assigning and coordinating work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources.
10. Ability to communicate effectively both orally and in writing, such as giving written and oral instructions in a precise and understandable manner, accurately recording information provided orally and writing concisely with a clear expression of thoughts and the development of ideas in a logical sequence.
11. Ability to prepare clear, concise and logical narratives.
12. Ability to maintain accurate records on information provided either orally or in writing.
13. Ability to perform and/or understand and explain arithmetic computations with accuracy (addition, subtraction, multiplication and division).
14. Ability to determine the applicability of client data, to draw conclusions and make appropriate recommendations.
15. Ability to deal tactfully and establish and maintain harmonious working relationships with others including working in a team setting, functioning successfully in group situations, establishing rapport with persons from different ethnic, cultural and/or economic backgrounds, interacting with and demonstrating empathy to people who are under physical and/or emotional stress and maintaining a calm manner in stressful and/or emergency situations.
16. Ability to exercise sound judgment, including the exercise of discretion in handling confidential information.
17. At least intermediate proficiency using Microsoft Word and Excel. Is adept at learning new technology, software programs and applications.
18. Bilingual candidate preferred (ability to read, write and speak Cape Verdean Creole, Haitian Creole, Portuguese and/or Spanish).

#### **COMMENTS/SALARY RANGE**

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days.

**DHCD has positions available in various locations throughout the Commonwealth which may include Boston, Brockton, Chelsea, Hyannis, Lawrence, Lowell, New Bedford, Salem, Springfield, and Worcester. The incumbent will be required to float to various offices within their respective regions.**

**Please attach a resume and cover letter when applying for this position.**

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 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.

**PRE-OFFER PROCESS:**

A criminal background check will be completed on the recommended candidate as required by the regulations set forth by the Department of Housing and Community Development prior to the candidate being hired.

**QUALIFICATIONS:**

**First consideration will be given to those applicants that apply within the first 14 days.**

**MINIMUM ENTRANCE REQUIREMENTS: REQUIRED WORK EXPERIENCE:** At least five years of full-time, or equivalent part-time, professional experience in social work or social casework, claims adjudication, job placement, recruitment, employment counseling, vocational or rehabilitation counseling, credit investigation, educational counseling, legal advocacy, or legal counseling. Based on assignment to second-level supervisory positions, at least one year of this experience must have been in a supervisory capacity.

**SUBSTITUTIONS:**

- A Bachelor's or higher degree may be substituted for two years of the required non-supervisory experience on the basis of two years of education for one year of experience.
- One year of education equals 30 semester hours. Education toward a degree will be prorated on the basis of the proportion of the requirements actually completed.
- No substitutions will be permitted for the required supervisory or managerial experience.

**LICENSES:** Based on assignment, travel may be required. Those employees who elect to use a motor vehicle for travel must have a current and valid Massachusetts Motor Vehicle Operator's license or the equivalent from another state.

**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>

**Official Title:** Benefits Eligibility & Referral Social Worker (D)

**Functional Title:** Regional Homeless Coordinator Supervisor

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

**Job:** Community and Social Services

**Agency:** Department of Housing & Community Development  
**Schedule:** Full-time  
**Shift:** Day  
**Job Posting:** Oct 25, 2022, 1:52:37 PM  
**Number of Openings:** 5  
**Salary:** \$67,000.44 - \$91,569.14 Yearly  
**Bargaining Unit:** 08-SEIU - Local 509 - Social/Rehabilitation  
**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: Marjie Lalli - 6175731254**

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

**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.

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=22000COR>