Senior Program Manager - Coordinated Entry

General Description

Do you want to help end homelessness in Boston?

The Department of Neighborhood Development (DND) is seeking a Senior Program Manager for Coordinated Entry to oversee the continued implementation and operations of the Boston Coordinated Entry System. The Coordinated Entry System is a cornerstone initiative in the Mayor’s Plan to End Homelessness in Boston. Under the supervision of the Advisor for Strategic Initiatives and Partnerships to End Homelessness, the Senior Program Manager’s work will include active contract management/outcomes-based contract management of homeless service projects, onboarding access points to realize a “no wrong door” model of access to housing throughout the City, training stakeholders on the Coordinated Entry “Pathways” housing assessment tool, implementing continuous improvement based on input from key stakeholders, and overseeing the centralized matching engine referral process.

The mission of the Department of Neighborhood Development (DND) is to make Boston the most livable city in the nation by working with communities to build strong neighborhoods through the strategic investment of public resources. DND oversees programs that create and preserve affordable housing, support homeowners and renters, provide housing and support services to homeless individuals and families, dispose of city-owned property, and develop innovative new housing policies and programs to support Boston residents.

Primary Responsibilities

- Monitor project compliance, continuous quality improvement, data collection, and performance outcomes for the Boston Coordinated Entry System or other priority initiatives, as needed.
- Draft centralized Policies and Procedures for Coordinated Entry and other priority initiatives, as needed, using stakeholder input to ensure fidelity to system goals and compliance with HUD requirements.
- Oversee use of the Pathways Assessment and other assessments, as needed. Ensure quality and consistency in the assessment process at all Boston assessing sites. Train staff on how to complete the assessments, manage referrals, and receive referrals. Provide direct technical assistance, as needed, to support fidelity to assessment tools. Monitor assessing sites to ensure compliance with existing policies and procedures.
- Oversee referrals to all housing resources accessed through the Coordinated Entry System. This includes activities such as monitoring timeliness, utilization, and outcomes, and co-hosting case conferencing between shelter/outreach staff and housing program staff to problem-solve assessment and referral issues.
- Identify, investigate and resolve technology roadblocks; manage the development of technology-based tools and enhancements to improve the referral process.
- Under the general supervision of the Advisor for Strategic Initiatives and Partnerships to End Homelessness, manage and monitor Coordinated Entry System projects and other projects, as needed, through active contract management/outcomes-based contract management practices. Provide administrative and programmatic oversight of contracts, guide procurement, collect data, monitor spending, track performance and outcomes, and pursue continuous quality improvement.
- Collect data and monitor data quality in the Homeless Management Information System (HMIS) and for the Coordinated Access System and other initiatives, as needed, for the purposes of measuring HUD reporting, program performance monitoring, and system performance monitoring. Develop data collection and reporting mechanisms, as needed, to support active contract management/performance-based contract management of projects. Complete the HUD required Annual Performance Report (APR) for SSO-CES funding and other programs as needed.
- Support the work of the Coordinated Entry Steering Committee and other leadership bodies, as needed, to ensure stakeholder input is incorporated into policy and implementation decisions; prepare periodic reports and updates to track progress of strategic goals and system performance.
- Understand other City department roles, identify cross-functional support, and engage necessary departments to accomplish work.
● Performs related work as required.

**Minimum Entrance Qualifications (grade 23)**

● Minimum of four (4) years of experience in policy development; program evaluation and design; stakeholder management, or related professional experience is required, including two (2) years in a project or program management capacity. Additional experience preferred.

● A bachelor’s degree in Policy, Public Administration, Public Health, Business or Social Welfare/Work may be substituted for two (2) years of the required experience.

● Demonstrated ability to successfully implement and operate projects that rely upon multiple stakeholders from the nonprofit, government, and private sectors.

● Demonstrated ability to produce effective policies and procedures, training materials, and presentations.

● Excellent negotiation, communication, organizational, and interpersonal skills.

● Knowledge of public systems of care and resources for homeless populations in Boston and Massachusetts, including knowledge of HUD regulations and the Continuum of Care program.

● Working knowledge of administrative procedures including program requisitions, contract management and budget oversight.

● Strong knowledge of Microsoft Office, Google, Salesforce and HUD reporting systems, such as HMIS and e-snaps preferred.

● Ability to speak and write languages other than English preferred.

● Willingness to work evenings, as well as weekends, throughout the city.

● Ability to exercise good judgment and focus on detail, as required by the job.

Homelessness disproportionately affects people of color, people with disabilities, and other populations; we strongly encourage applications from people who are members of marginalized communities. Preference will be given to candidates who have lived experience relevant to the work.

**Boston Residency Required**

**Terms:**

Union/Salary Plan/Grade: SEIU/N-23

Hours per week: 35