

The Supportive Housing Division at the Mayor's Office of Housing is responsible for leading the collaborative effort to end homelessness in Boston.

Brief Job Description:

Under the supervision of the Assistant Director for Street Homelessness Initiatives or designee, the Senior Housing Officer for Street Homelessness Initiatives is responsible for the coordination of the unsheltered homelessness crisis response and housing intervention system for the City of Boston. This role manages the implementation, capacity building, and refinements of the community's street outreach and housing solutions system.

The Senior Housing Officer is responsible for project managing housing assistance aligned to encampment mitigation and other street homelessness initiatives, which includes maintaining work plans, managing project scope and schedule, collaborating with partner agencies, managing the rehousing process at encampments or other locations not intended for human habitation, and reporting data and outcomes.

Additionally, they will assist the Assistant Director for Street Homelessness Initiatives and other colleagues and community partners to organize and support the City of Boston's annual homeless census, also known as the Unsheltered Point-In-Time Count. The Senior Housing Officer will be part of implementation teams related to initiatives and plans on ending unsheltered homelessness, strategies to assist persons experiencing homelessness with high service needs, and to assist with the achievement of Divisional and City strategic goals as needed.

Responsibilities:

- Drive the implementation of the City of Boston's strategic plan to end homelessness in partnership with the Boston Continuum of Care's community of providers and leadership structure.
- Convene and coordinate Boston's extensive provider network in order to improve coordination and support housing-centered efforts.
- Partner with people with lived experience of homelessness on work related to system design and improvement, resource allocation, and other strategic efforts.
- Facilitate/Coordinate case conferencing and housing navigation meetings as needed to:
 - Identify system level barriers in the housing navigation process
 - Build an action-oriented culture of urgency
 - Hold the team accountable for meeting the needs of each client, the landlords, and the rehousing system
 - Create opportunities for peer learning and problem solving
- Perform/Oversee routine evaluations of service delivery and take appropriate action to support quality and/or process improvement when necessary.
- Support the work of Coordinated Entry and Continuum of Care 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; participate in the annual CoC funding competition.

- Understand other City and State department roles, identify cross-functional support, and engage necessary departments, such as Boston Public Schools, the MA Department of Mental Health, Boston Public Health Commission, and Boston Housing Authority among others, to accomplish goals.
- Manage contracts related to homelessness initiatives that sit in the Mayor's Office of Housing Supportive Housing Division. Ensure data management and data quality are meeting system objectives and funders' and/or City's expectations.
- Assist the Mayor's Office of Housing Supportive Housing Division team in responding to emergency constituent assistance requests from multiple sources as needed.
- Supervises consultants, contractors, and staff as needed.
- Perform related work as required