

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

Summary:

Under the direct supervision of the Associate Deputy Director for Supportive Housing, the Senior Housing Officer is responsible for driving the system collaboration for ending homelessness among youth and young adults and for ensuring the homeless response system is effective and equitable for youth seeking pathways to housing and stability.

In addition, the position will be actively managing supportive housing and homeless contracts that fund programs run by partner agencies, including those funded through the City of Boston, City of Boston's Continuum of Care (CoC) grant and Youth Homelessness Demonstration Program (YHDP) awards. These programs are pivotal resources to the City's plan to prevent and end youth homelessness and determine pathways to housing for all people experiencing homelessness in Boston.

The incumbent will serve on the implementation team for Rising to the Challenge, and be responsible to assist with the coordination of internal and external programs and funding to ensure appropriate and efficient allocation of resources, and ultimately to assist with achievement of Divisional and City strategic goals.

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.