

**Director of Homeless Family/Individual Contracts and Prevention Services - (19000644)**

**Official Title:** Program Manager VII

**Functional Title:** Director of Homeless Family/Individual Contracts and Prevention Services

**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:** Jul 31, 2019, 2:07:27 PM

**Number of Openings:** 1

**Salary:** \$44,590.00 - \$128,347.01 Yearly

**Bargaining Unit:** M99-Managers (EXE)

**Confidential:** No

The Department of Housing and Community Development (DHCD) oversees expenditures of over \$1B annually among four Divisions that support public housing and rental assistance, community service programs, housing development, and homelessness. The Division of Housing Stabilization (DHS) oversees the state funded emergency shelter systems for family households and individuals as well as federally funded programs through the Emergency Solutions Grant (ESG) and one Continuum of Care (CoC) jurisdiction (called Balance of State). In FY20, DHS will oversee and manage over \$306M in coordination with community-based subcontractors. This funding will support services to over 3,500 families across the Commonwealth. Major legislation governing the Homeless Services program includes all those mandated within the Commonwealth under Chapter 450 of the Massachusetts General Laws.

The Director of Homeless Family/Individual Contracts and Prevention Services is a key management position within the Division that is responsible for providing leadership in the overall contract and performance management of DHS's portfolio of contracted family shelter programs. This position is responsible for setting the goals and performance measures for the entire network of approximately 47 state funded contracted programs as well as Interagency Service Agreements (known as ISAs) that provide shelter and support services to homeless families. Funded services include, but are not limited to, congregate and scattered-site shelters, co-shelters and overflow shelters (hotel/motel) and supported housing and services for homeless families.

The incumbent will also oversee the federal grants unit, which includes the Balance of State Continuum of Care (CoC) activities and contracts. In addition, this position will oversee two state-funded programs including Residential Assistance for Families in Transition (RAFT), a homelessness prevention program, and HomeBASE Program, which provides financial assistance to house homeless families in the Emergency Assistance sheltering system.

The Director of Homeless Family/Individual Contracts and Prevention Services will lead the DHS unit in developing and implementing the strategies that support DHCD's goal of reducing homelessness and eliminating the Commonwealth reliance on hotel and motels as overflow shelters by rapidly rehousing families and providing housing stabilization supports.

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

Major Responsibility Areas include:

1. Lead a team of six (6) Emergency Assistance (EA) Shelter Contract Coordinators, to execute and monitor state contracts to provide services required to meet the mission of the Division of Housing Stabilization; develop and recommend performance based management improvements to the DHS portfolio of contracted services; develop and recommend new models of shelter services that support triage and assessment, rapid rehousing and stabilization services.
2. Lead a team of two (2) Shelter Compliance Assistants who process, investigate and resolve complaints regarding health and safety concerns in the Emergency Assistance (EA) shelter system.
3. Lead of team of six (6) Federal Grants staff, including one (1) supervisor and five (5) program staff in overseeing the Balance of State CoC activities, Emergency Shelter Grant contracts and HMIS reporting.
4. Oversee one (1) contract specialist to ensure RAFT and HomeBASE Program funds are meeting the needs of at-risk and homeless households and contracted agencies are in compliance with program rules and guidelines.
5. Supervise and guide staff to accomplish contract objectives effectively and efficiently through Active Contract Management practices; implement performance measures; provide training and support to staff; present new initiatives, policies and procedures to Contract Coordinators, vendors and other appropriate staff; develop improved data collection and reporting mechanisms; ensure compliance with internal control mandates; manage shelter capacity needs including the conversion of scattered site unit to congregate shelter.
6. Direct and exercise an efficient system of quality control through contract management processes to ensure that unit priorities and strategies are established, communication and action plans are developed and efficiently and effectively implemented; facilitate and support business process improvement strategies; promote coordination and communication; and ensure collaborative problem solving and decision-making processes are utilized to maximize the effectiveness of all unit program initiatives.
7. Develop homeless and re-housing services procedures; work with the Homeless Management Information System (HMIS) Unit to develop and implement system modifications; work with the Director of Research and Evaluation, Fiscal Manager, and Assistant Directors of Field Operations to develop and implement All Services Integrated System Tracker (ASIST) changes that are required; create or modify brochures or forms as required.

**PREFERRED QUALIFICATIONS:**

1. Knowledge of the principles and practices of public management, including planning, organizing, directing, motivating, controlling and decision making.
2. Knowledge of the principles, practices and techniques of effective employee supervision.
3. Knowledge of the principles and practices of organizational behavior with an ability to resolve personnel conflicts fairly and effectively.
4. Knowledge of the techniques of conducting employee performance evaluations.
5. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of the staff and available resources; controlling working through periodic reviews and/or evaluations; determining staff's training needs and providing or arranging for such training; motivating staff to work effectively individually and as a team; determining the need for disciplinary action and either recommending or initiating disciplinary action.

6. Ability to organize the work by establishing operating and/or reporting relationships and by assigning the work accordingly through coordinated efforts of others in accomplishing assigned work objectives.
7. Ability to understand, apply and interpret the provisions of the laws, rules, regulations, policies, procedures, specifications, standards, and guidelines governing agency operations.
8. Ability to bring together diverse groups of professionals working on homeless and housing issues and move them towards consensus.
9. Knowledge of federal and state data and reporting requirements for homeless services.
10. Ability to gather information by examining records and documents to determine the proper course of action based on changing situations or changing program requirements.
11. Knowledge of innovative and emerging management practices, including experience in the development and implementation of performance based contracting.
12. At least intermediate proficiency utilizing Microsoft Word, Excel, PowerPoint and Access.
13. Travel throughout the Commonwealth will be required. Employees must have a current and valid Massachusetts Class D Motor Vehicle Operator's license or the equivalent from another state and applicant must have his/her own form of transportation.

### **MISSION STATEMENT**

The Department of Housing and Community Development (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.

### **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.

### **PRE-OFFER PROCESS**

A background check will be completed on the recommended candidate as required by the regulations set forth by the Human Resources Division prior to the candidate being hired.

### **QUALIFICATIONS**

#### **MINIMUM ENTRANCE REQUIREMENTS:**

Applicants must have at least (A) five (5) years of full-time or, equivalent part-time, professional, administrative, supervisory, or managerial experience in business administration, business management, public administration, public management, clinical administration or clinical management of which (B) at least one (1) year must have been in a project management, supervisory or managerial capacity or (C) any equivalent combination of the required experience and substitutions below.

Substitutions:

- I. A certificate in a relevant or related field may be substituted for one (1) year of the required (A) experience.
- II. A Bachelor's degree in a related field may be substituted for two (2) years of the required (A) experience.

III. A Graduate degree in a related field may be substituted for three (3) years of the required (A) experience.

IV. A Doctorate degree in a related field may be substituted for four (4) years of the required (A) experience.

**If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Nancy DePaul - 617-573-1100**

**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=19000644>