



Director of Housing Supports

ORGANIZATION

Metro Housing | Boston is a leading nonprofit dedicated to connecting the residents of Greater Boston with safe, decent homes they can afford. Metro Housing empowers families and individuals to move along the continuum from homelessness to housing stability. Serving more than 25,000 households annually, we work seamlessly to bridge the gaps among government, nonprofits, and corporations to continually increase our impact. With more than 30 years' experience piloting and implementing housing programs, we have solidified our position as an industry-leading expert on navigating the affordable housing field.

MISSION

"We mobilize wide-ranging resources to provide innovative and personalized services that lead families and individuals to housing stability, economic security and an improved quality of life."

OVERVIEW

The Housing Supports Department offers a continuum of services from information and referral to intensive case management. The Housing Supports programs and initiatives are the realization of Metro Housing's commitment to providing "housing first, not housing only." By providing emergency assistance to resolve a housing crisis, longer-term case management, and connection to opportunities for financial skill-building, income maximization, and educational and workforce training, Housing Supports builds a foundation of stability to strengthen Greater Boston residents who seek our assistance, regardless of the severity or duration of their needs. Participants are referred by government agencies, hospitals, nursing homes, social service agencies, legislators, and, often, friends and family. No one is turned away.

Programs and initiatives include; the Housing Consumer Education Center, Stabilization, Specialized Intensive Programs and Services, The Center for Hoarding Intervention, GreenSpace, Continuum of Care Case Management, Housing Search and Colocation Services. In addition, the department administers more than 4 million dollars each year in financial assistance through the Residential Assistance for Families in Transition (RAFT) program, the City of Boston Department of Neighborhood Development ESG funds, and various other flexible fund sources.

The Department Director is a member of the Metro Housing's senior staff team. As such, the director is expected to support and advance the agency's mission and model organization leadership and, along with all senior staff build agency wide collaboration. Specifically, the director is responsible for the oversight of all Housing Supports departmental activities and staff. The Director is supported by an Assistant Director of Housing Supports and several managers for the various program teams.

The Director is expected to lead, manage and support staff and ensure the quality of program implementation. The Director is also responsible for the oversight of the department budget and all related organizational and administrative needs regarding the department. The Director also is a key liaison to external partners and as such manages department contracts, memorandums of understanding and other formal and informal agreements. The director is expected to evaluate program efficiencies and effectiveness and propose programmatic and/or department structural changes, enhancements, or expansions. The Director will also work closely with the Data and Quality Improvement Manager to ensure that data is collected and measurable outcomes are identified and evaluated.

REPORTS TO

Deputy Director

RESPONSIBILITIES MAY INCLUDE:

Leadership:

- Member of Metro Housing Senior Staff;
- Work with Senior Administration and Department Directors to ensure agency cohesiveness;
- Participate in Board meetings as requested by the Executive Director;
- Serve as liaison as appropriate or requested by Executive Director or Deputy Director to external partners including but not limited to state agencies;
- Participate in or mentor others to participate in committees, advisory boards, etc;
- Provide guidance, support and training opportunities for department staff.

Program Management:

- Ensure that all standards, procedures, and protocols of each program or initiative are implemented;
- Participate in, as needed, and monitor and assess all program activities;
- Ensure cross team collaboration and communication;
- Identify gaps or needs and opportunities to enhance or expand programs and services.

Staff Supervision:

- Directly supervise the Assistant Director of Housing Supports;
- Directly supervise managers as determined by administrative need;
- Directly supervise the Training and Replication Manager;
- Support staff development by identifying trainings and professional development opportunities;
- Meet regularly with direct reports, the department management team and the department staff;
- Offer and provide case consultation expertise as needed;
- Lead response to community crisis as needed such as fires and other natural disasters.

Administration:

- Manage all department contracts, memorandums of understanding and agreements;
- Complete and/or assign and monitor all required department reports including but not limited to: quarterly agency program report, strategic plan report, and other program specific required reports to the state, city or other funder;
- Work closely with the CFO to ensure budget compliance;
- Work closely with the CDP team to assist with grants, grant reporting, and external communications as it relates to the departments activities and policy advocacy;

QUALIFICATIONS

- At least 5-10 years of relevant leadership/management/supervision experience in a related field or position;
- Demonstrated experience in coordinating myriad teams, projects and/or programs;
- Demonstrated experience in program development as well as program oversight;
- Demonstrated experience in staff and program evaluation;
- Demonstrated experience in direct service and case consultation;
- Demonstrated experience in managing contracts, completing reports and analyzing data;
- Excellent interpersonal, written, oral, and computer skills and proficiency in Microsoft Access, Excel, Word, and PowerPoint;
- Demonstrated experience in team building and support;
- Demonstrated experience serving as a liaison to external partners;
- Knowledge of housing and housing related and homeless and homeless prevention programs, services and resources;
- BA/BS or equivalent years of education and professional experience required;

- Bilingual (Vietnamese, Cape Verdean, Portuguese) preferred.

PREFERENCE GIVEN TO

- Candidates with multilingual skills (verbal and written). We are seeking candidates that speak and write English and at least one of the following languages (for interpreting and translation): Vietnamese, Cape Verdean Creole, Haitian Creole, Portuguese, Cantonese, Mandarin, Toisanese, and Spanish.
- Candidates who live within two miles of Metro Housing | Boston's headquarters at Roxbury Crossing.

SALARY/BENEFITS (This is an exempt position)

Competitive salary with excellent benefits.

AN EQUAL OPPORTUNITY EMPLOYER