

Emergency Assistance (EA) Intensive Care Manager - (190004K6)

Official Title: Program Manager V

Functional Title: Emergency Assistance (EA) Intensive Care Manager

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: Jun 28, 2019, 3:12:27 PM

Number of Openings: 1

Salary: \$38,067.12 - \$107,033.05 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

The Emergency Assistance (EA) Intensive Care Manager (EAICM) is a new position reporting to the Assistant Undersecretary of Housing Stabilization. The incumbent will support the development and lead of a Complex Case Task Force (CCTF) for homeless families. Through inter-agency collaboration, this team will provide intensive case management and service system navigation to support families in the Emergency Assistance (EA) shelter system who have debilitating, unmet health and social service needs.

The EAICM will work directly with providers who have families within their system of care needing a cross system response by other state agencies. Identified families will have high service needs that cannot be effectively managed by the shelter provider and therefore, require a cross system response to effectively resolve barriers and connect families with appropriate resources. The EAICM will work with a rolling caseload of 5-10 families assessing their strengths/needs and linking them to appropriate resources across the Commonwealth. The EAICM is an individual with a deep knowledge of the service delivery system across the state, has proven experience forging connections to the Commonwealth's comprehensive system of care, and an ability to bridge multiple service providers to address a family's unique needs.

This position will initially create a Complex Case Task Force; clarify its structure and role, engage stakeholders and ultimately lead the CCTF. The goal of the CCTF will be to enhance strategies to overcome current barriers, quickly access needed services, and to provide support to families. The CCTF will not replace, but instead complement existing EA case management services through improved communication.

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

Major responsibility areas include:

1. In collaboration with the Assistant Undersecretary and the Associate Director, develop clear criteria to identify families in need of intensive services and create an internal referral mechanism to review and elevate cases referred to the EA Intensive Care Manager.

2. Manage complex cases referred by the Assistant Undersecretary, Associate Director and Director of Contracts and Compliance, and complete an assessment to determine if the referral meets the complex case criteria.
3. Identify relevant state partners to convene a Complex Case Task Force for families experiencing homelessness with service needs that require multi-agency collaboration. Define and draft needed roles and functions of the CCTF. Solicit agency participation in the CCTF.
4. Lead ongoing Task Force meetings to strategize about cases and develop appropriate interventions including connecting to other state resources.
5. Monitor cases as they progress through the Task Force and follow-up with providers to ensure services are secured and interventions are working to resolve the complex needs of the family. Track and report on case outcomes to determine CCTF effectiveness.
6. As needed, problem solve with stakeholders when services break down.
7. Prepare and provide outcome analyses to the Assistant Undersecretary and Associate Director.

PREFERRED QUALIFICATIONS:

1. Deep knowledge of the homelessness and social service landscape in Massachusetts.
2. Experience directing services and collaborating with health and social service agencies.
3. Experience working with low income families and assisting them in the navigation of resources.
4. A proven ability to convene diverse stakeholder groups and make progress toward a common goal.
5. Strong problem-solving skills.
6. Experience in data analysis and reporting.
7. Experience in policy analysis.
8. Bilingual proficiency specifically in Spanish.
9. Demonstrated oral and written communication skills.
10. Strong interpersonal and team building skills.
11. At least intermediate proficiency utilizing Microsoft Word, Excel, PowerPoint, Access and Outlook.
12. Travel across the Commonwealth is a key part of this position. 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, professional internship, administrative, supervisory, or managerial experience in business administration, business management, public administration, public management, clinical administration or clinical management or (B) 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 experience.
- II. A Bachelor's degree in a related field may be substituted for two (2) years of the required experience.
- III. A Graduate degree in a related field may be substituted for three (3) years of the required experience.
- IV. A Doctorate degree in a related field may be substituted for four (4) years of the required experience.

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

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

HOW TO APPLY

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=190004K6>