

Housing Stabilization Training Manager - (190005AL)

Official Title: Program Manager IV

Functional Title: Housing Stabilization Training 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: Jul 1, 2019, 4:34:39 PM

Number of Openings: 1

Salary: \$35,247.68 - \$98,928.87 Yearly

Bargaining Unit: M99-Managers (EXE)

Confidential: No

The Housing Stabilization Training Manager identifies and addresses the operational and organizational training needs of the various Division of Housing Stabilization (DHS) units and other stakeholders, including service providers and other state agencies by developing and implementing training programs that improve staff and stakeholder skills in order to attain DHS goals. The incumbent delivers and facilitates comprehensive training content to DHS employees, service providers and other state entities in order to support DHS's efforts in serving low-income households and individuals and families experiencing homelessness. This position consults with other technical and professional personnel and managers on the planning and implementation of training programs.

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

Major responsibility areas include:

1. Analyze training data in order to develop and implement a training needs assessment tool for use in determining training needs and priorities for the various DHS units and stakeholders. Evaluates the instructional or training needs of the various DHS units and stakeholders through the review of current training curricula and recommends changes as appropriate. Makes recommendations to the DHS Associate Director on training priorities.
2. Consult with subject matters experts and DHS managers on the development and implementation of training programs. Design and develop training curricula for use with the various DHS units and stakeholders. Design, develop, update (as necessary), assemble and distribute job aids and training manuals for use with the approved DHS training curricula.
3. Identify, coordinate and facilitate classroom and online training across the Commonwealth to the various DHS units, as well as to multiple stakeholders, including other state agencies. Utilize current technologies to enhance the methods for delivering training, such as creating on-line-training modules, designing and producing training videos; utilizing social media platforms, etc. Monitor and evaluate

training and determine program effectiveness by collaborating with, and soliciting feedback from DHS managers, staff and other stakeholders.

4. Design and implement a "Train-the-Trainer" program to expand delivery of training activities.
5. Review professional literature and attend conferences and workshops related to effective training techniques in order to stay atop current trends.

PREFERRED QUALIFICATIONS:

1. Excellent oral and written communication skills.
2. Strong interpersonal skills.
3. Technically saavy with the ability to learn new programs quickly.
4. Attention to detail.
5. 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.
6. At least intermediate proficiency utilizing Microsoft Word, Excel, PowerPoint and Access.
7. Knowledge of Department's Emergency Assistance (EA) program and rules and regulations.
8. Strong organizational skills, time management skills, experience handling multiple responsibilities and meeting various deadlines.
9. Ability to coordinate the efforts of others in accomplishing assigned work objectives.
10. Ability to establish and maintain effective working relationships.
11. Knowledge of planning and assessment methodologies.
12. Knowledge of training principles and practices.
13. Ability to present facts and recommendations effectively in oral and written form.
14. Ability to work independently and collaboratively.
15. Skilled in problem solving, consensus building, conflict resolution and team building.

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.

QUALIFICATIONS

MINIMUM ENTRANCE REQUIREMENTS:

Applicants must have at least (A) four (4) 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. An Associate's degree in a related field may be substituted for one (1) year of the required experience.
- III. A Bachelor's degree in a related field may be substituted for two (2) years of the required experience.
- IV. A Graduate degree in a related field may be substituted for three (3) years of the required experience.
- V. A Doctorate degree in a related field may be substituted for 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=190005AL>