

Individual Shelter Contracts Coordinator - (190006Y0)

Official Title: Program Coordinator III

Functional Title: Individual Shelter Contracts Coordinator

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: Sep 4, 2019, 9:03:02 AM

Number of Openings: 1

Salary: \$63,780.86 - \$92,381.90 Yearly

Bargaining Unit: 06-NAGE - Professional Admin.

Confidential: No

The Program Coordinator III functions as the Individual Shelter Contracts Coordinator for individual shelter providers (private non-profit agencies) across the Commonwealth and other related contracts, which provide emergency shelter services to homeless individuals. The Individual Shelter Contracts Coordinator is responsible for monitoring contracted programs, working closely with vendors, and producing timely contract documents. The incumbent reviews contract and amendment documents, gives advice and assistance in contract preparation, analyzes contract proposals and related documents, monitors the execution of contracts, and prepares reports as needed and requested.

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

1. Develops, negotiates and executes timely and accurate contracts, renewals and amendments.
2. Works with vendors to ensure maximum contract utilization in order to provide coordinated, appropriate and effective services to homeless clients.
3. Reviews for accuracy and authorizes on a monthly basis vendor's request for payment within required timelines. Communicates with vendors and other state agencies by telephone or in writing to resolve accounting discrepancies or obtain documentation regarding dispute and reporting requirements.
4. Conducts annual desk review of each contracted entity to monitor contract compliance and goals. Desk Reviews will include reviews of client files, monthly reports, incident reports, staff issues, utilization and other program requirements.
5. Conducts annual Risk Assessment for monitoring concerns for each contracted entity.
6. Conducts at minimum, bi-annual site visits, to review each contracted entity's facilities for compliance with health & safety codes and licensing requirements. Site visits of specific entities may occur more frequently based on the results of the annual Risk Assessment.
7. Interviews shelter residents annually to insure all services are being received in a safe environment.
8. Provides technical assistance and when necessary, develops corrective action plans.
9. Investigates client complaints and intercedes in resolution process between vendor/client.
10. Works with current vendors and potential new vendors to develop new programs and/or expand existing programs as assigned.
11. May participate in Request for Response (RFR) evaluation committees.
12. Attends all mandated staff development trainings annually.

13. Performs other duties as assigned.

PREFERRED QUALIFICATIONS:

1. Excellent written communication skills.
2. Excellent oral communication skills.
3. Experience in program analysis, program management, program coordination, program planning.
4. Proficiency in Microsoft Word, Excel and Access.
5. Ability to handle multiple priorities.
6. Ability to coordinate the efforts of others in accomplishing assigned work objectives.
7. Ability to conduct annual site visits to review facilities for compliance with health & safety codes and licensing requirements.
8. Ability to interview clients and conduct investigations.
9. Ability to be flexible in order to respond to changing requirements and to be available to resolve programmatic and other issues as needed.
10. Strong organizational skills, time management skills, handling multiple responsibilities and meeting various deadlines.

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

First consideration will be given to those applicants that apply within the first 14 days (by 09/18/19).

MINIMUM ENTRANCE REQUIREMENTS: Applicants must have at least (A) four years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, and (B) of which at least one year must have been in a supervisory capacity, or (C) any equivalent combination of the required experience and the substitutions below.

Substitutions:

I. A Bachelor's degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the required (A) experience.*

II. A Graduate degree with a major in business administration, business management or public administration may be substituted for a maximum of three years of the required (A) experience.*

III. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required (A) experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: No substitutions will be permitted for the required (B) 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=190006Y0>