

Manager of State Individual Homelessness Resources - (2400083A)

Executive Office of Housing and Livable Communities (EOHLC) is seeking a Manager of State Individual Homelessness Resources in the Division of Housing Stabilization!

AGENCY MISSION:

The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents.

Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

OVERVIEW OF ROLE:

This position functions as the manager for individual shelter operations team, which oversees unaccompanied adult homeless shelter providers across the Commonwealth and related contracts. The Manager of State Individual Homelessness Resources is responsible for monitoring contracted programs, working closely with vendors and producing timely contract documents. Review contract and amendment documents, give advice & assistance in contract preparation, analyze contract proposals & related documents, monitor the execution of contracts & prepare reports as needed & requested. The Manager of State Individual Homelessness Resources supervises two staff members who support in these efforts.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1) Contracting & Monitoring:

- Develop schedule and assign, project monitoring to include:
 - o 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.
 - o Ensure team conducts at minimum, site visits to each site at least once every other year, to review each contracted entity's facilities for compliance with health & safety codes and licensing requirements, to conduct program participant interviews, and to follow up on unresolved issues from desk reviews. Site visits of specific entities may occur more frequently based on the results of the annual Risk Assessment.
 - o Provide training and technical assistance and, when necessary, develop corrective action plans
 - o Work with current and new potential vendors to develop programs or expand existing programs as assigned.
 - o Participate in Request for Response (RFR) evaluation committees
 - o Develop and implement scopes of services for contracts

2) Supervision:

- Provide guidance / supervision to 2 direct report staff. As part of that responsibility,
 - o Oversee the development, negotiation and execution of timely and accurate contracts, renewals and amendments.
 - o Support and oversee the review for accuracy and authorization of vendor's request for payment within required timelines.
 - o Establish processes and make assignments to staff to ensure maximum contract utilization in order to provide coordinated, appropriate and effective services to homeless clients
 - o Make vendor and contract assignments to staff.

3) Communication & Resolution:

- Support communications with vendors and other state agencies by telephone or in writing for resolution
- Follow-up on legislative concerns and client complaints and intercede in resolution process.

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. Experience conducting annual site visits to review facilities for compliance with health & safety codes and licensing requirements.
8. Experience interviewing clients and conducting 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.

COMMENTS:

Please upload resume and cover letter.

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days, as needed.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines. In the case of a promotional opportunity, the salary provisions of the applicable collective bargaining agreement will apply to placement within the appropriate salary range.

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.

Comprehensive Benefits

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

Want the specifics? [Explore our Employee Benefits and Rewards!](https://www.mass.gov/commonwealth-employee-benefits-and-rewards) at <https://www.mass.gov/commonwealth-employee-benefits-and-rewards>

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

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.

Official Title: Program Manager IV

Primary Location: United States-Massachusetts-Boston-100 Cambridge Street

Job: Administrative Services

Agency: Executive Office of Housing and Livable Communities

Schedule: Full-time

Shift: Day

Job Posting: Sep 13, 2024, 1:33:48 PM

Number of Openings: 1

Salary: \$75,714.27 - \$116,389.58 Yearly

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Jessica

Molina - 8572480160

Bargaining Unit: M99-Managers (EXE)

Confidential: No

Potentially Eligible for a Hybrid Work Schedule: Yes

HOW TO APPLY:

Apply online at <https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=2400083A>