

Manager of Homelessness Prevention and Diversion - (2400063B)

Executive Office of Housing and Livable Communities (EOHLC) is seeking a Manager of Homelessness Prevention & Diversion 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:

The Manager of Homelessness Prevention and Diversion manages two teams: 1) the Diversion team, and 2) the Residential Assistance for Families in Transition. (RAFT) and Housing Consumer Education Center (HCEC) "Regional Administering Agency (RAA) support" team. The Diversion team is responsible for diverting families from Emergency Assistance (EA) shelter by supporting the Diversion providers in connecting them with rehousing tools, the HomeBASE program, or other resources. The RAFT and HCEC "RAA support" team is responsible for providing technical assistance to and monitoring the Regional Administering Agencies (RAAs) in their administration of the RAFT and HCEC programs.

This is a new position responsible for providing more oversight and rigor to the existing Diversion program with the goal of connecting more households with Diversion and rehousing services so that they do not need to enter the EA family shelter program. The incumbent will also manage the more established RAFT and HCEC team. The incumbent will work within the Division of Housing Stabilization to develop relationships with the HomeBASE and Emergency Assistance (EA) shelter teams to ensure that the Diversion providers are using HomeBASE in a manner consistent with existing policies, and may suggest policy changes as necessary as the Diversion program expands. The incumbent will work collaboratively across the divisions within EOHLC to advance a coordinated approach to eviction prevention, homelessness prevention and diversion, and housing stability programming.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1) Program Management and Design:

- Day-to-day implementation of Diversion, RAFT, and HCEC programs including providing assistance to and oversight of Diversion providers, Regional Administering Agencies (RAAs), and subcontracting agencies.
- Managing communications with and between Diversion providers, RAAs, and DHS staff.
- Developing and implementing routine programmatic reviews to ensure fiscal, contractual and regulatory compliance.
- Performance management, goal setting, and monitoring for Diversion providers and RAAs.

2) Policy Development:

- Develop best practices/models in areas of homelessness prevention, diversion, rehousing and stabilization services.
- Manage development and dissemination of program guidance or training materials as necessary.
- Ensure procedures and policies are clearly written and disseminated to Diversion providers, RAAs, and internal EOHLC staff.
- Ensure Diversion providers and RAAs are properly trained on all relevant Diversion, HomeBASE, RAFT, and HCEC policies, as necessary.

3) Supervision:

- Provide guidance, support and supervision to the HomeBASE Diversion Program Coordinator, the Diversion Program Coordinator, and the RAFT/HCEC Technical Assistance Supervisor and their direct reports (RAFT/HCEC Program Coordinators).
- Ensure new staff are successfully onboarded and existing staff are effective, including regular supervision meetings, coaching, Employee Performance Review System (EPRS), and corrective action, as needed.

4) Cross-functional Communication:

- Work closely with other teams within and outside the Division of Housing Stabilization, such as Field Operations, EA Contract Management, Placement Unit, etc. to ensure that as the Diversion program expands and develops, it operates smoothly within the context of the existing system.
- As needed, work with the Incident Command Center, the office of EOHLC's Secretary, and other parties to represent the Diversion program. Support EOHLC leadership in providing information needed related to Diversion, RAFT, or HCEC.

PREFERRED QUALIFICATIONS:

1. Knowledge of public housing programs and resources, with particular emphasis on local, state and/or federal homelessness prevention and/or rapid rehousing programs, rental assistance, supportive housing, and/or transitional housing.
2. Familiarity with EOHLC programs such as Emergency Assistance, HomeBASE and/or other EOHLC rental assistance programs.
3. Experience working with non-profit agencies.
4. Experience or knowledge of grant/contract compliance.
5. Experience in conducting program and/or fiscal audits/monitoring.
6. Experience in preparing financial statements, and budgets.
7. Proficiency in using Microsoft Word and Excel to produce documents and reports.
8. Ability to provide guidance to diverse groups and elicit support and cooperation.
9. Excellent written and oral communication skills.

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.

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.

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 V

Functional Title: Manager of Homelessness Prevention and Diversion

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

Job: Community and Social Services

Agency: Executive Office of Housing and Livable Communities

Schedule: Full-time

Shift: Day

Job Posting: Jun 17, 2024, 11:14:03 AM

Number of Openings: 1

Salary: \$81,826.77 - \$118,655.00 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=2400063B>