

## **Program Integrity Manager - (240007MQ)**

### **Executive Office of Housing and Livable Communities (EOHLC) is seeking a Program Integrity Manager in the Division of Administration and Finance!**

#### **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:**

The Executive Office of Housing and Livable Communities ("EOHLC") has made the development and implementation of a comprehensive program integrity approach a top priority.

The Program Integrity Manager will focus on program integrity for the shelter program within the Housing Stabilization Division. The Program Integrity Manager will enhance and manage practices to minimize fraud and improper receipt of housing benefits on the part of shelter recipients and ensure compliance by employees with all applicable program integrity related state and federal policies, regulations, and procedures. The goal of this effort is to improve efficiency and significantly improve control within the agency.

The functional areas of responsibility to be included in this role will be:

- Fraud Investigation and Recoveries
- Internal Controls
- Quality Control (Program Assessment)
- Program Compliance (External Match, Privacy and Security)

The primary responsibility of the Program Integrity Manager will be to manage the consolidation of program integrity functions, by facilitating, and evaluating program integrity improvement initiatives.

#### **DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):**

##### **1) Developing & Coordinating:**

- Under the leadership of the Internal Controls Officer, shape, and drive agency program integrity approach. Work with the Housing Stabilization staff focusing on the shelter programs to consolidate and improve program integrity processes; design and implement coordination and monitoring processes; recommend priorities, objectives, strategies, outcome measures and standards; identify business process improvement opportunities and implement strategies to strengthen program integrity efforts; facilitate, coordinate, promote and monitor the progress, risk and quality of all aspects of program integrity efforts including, but not limited, subrecipient monitoring to ensure compliance with agency policies, procedures, and all applicable state and federal regulations.

##### **2) Evaluating & Monitoring:**

- Implement and evaluate agency quality control and quality evaluation policies and procedures; monitor quality control and quality evaluation processes to assure compliance with agency policy and procedures, state and federal requirements; support and monitor completion of business process improvement projects; facilitate operational problem solving and decision-making; provide consultation to agency managers and staff; monitor the progress, risk and quality of all aspects of quality control and quality evaluation activities

##### **3) Guiding:**

- The implementation of agency external matches and privacy and security policies and procedures; ensure compliance with privacy and security requirements concerning access to information and the release or dissemination of information; identify process improvement opportunities and implementation strategies; coordinate and monitor the implementation of process improvement projects; monitor the progress, risk and quality of all aspects of external matching and privacy and security activities.
- The design and the implementation of agency internal controls policy and procedures; fraud waste abuse policy and procedures; monitor internal controls and audit management processes to assure compliance with agency policies and procedures, state and federal requirements; support and monitor completion of business process improvement projects; facilitate operational problem solving and decision-making; provide consultation to Internal Controls Officer and staff; monitor progress, risk and quality of all aspects of internal controls and audit management activities.
- The design and implementation of agency fraud investigation and recoveries policy and programs; oversee fraud and over payment referral screening, investigations and administrative disqualification and recovery processes to assure compliance with state laws and regulations; support and monitor completion of business process improvement projects; facilitate operational problem solving and decision-making; provide consultation to the Internal Controls Officer and other senior leaders.

#### **4) Collaborating:**

- Work with EOHLC management in deciding program integrity strategic, policy, program, and management issues; prepare position papers on program integrity policy and program and management issues and strategies; recommend program integrity core administrative function improvement priorities; represent the Internal Controls Officer in meetings with state and federal agencies, institutions, and the general public.

#### **5) Project Management:**

- Carry out special projects and assignments and act as the project lead and/or project manager on critical program integrity projects on behalf of the Internal Controls Officer and report on the status of projects.

#### **PREFERRED QUALIFICATIONS:**

1. Management, administrative skills and experience, and the ability to work independently with minimal guidance, are a hallmark of this position.
2. Knowledge of federal laws and regulations pertaining to agency programs.
3. Knowledge of internal controls, quality control (program assessment) procedures and requirements.
4. Knowledge of agency, state and federal external matching policies, procedures, and requirements.
5. Knowledge of program integrity goals, objectives, priorities, and strategies.
6. Knowledge of state and federal financial operations and reporting policies and procedures.
7. Knowledge of housing state and federal regulations.
8. Knowledge of risk management and internal controls methodologies.
9. Knowledge of applied administrative, accounting, investigative, auditing and business operations.
10. Knowledge of privacy & security policy, procedures, processes, outcome measures and standards.
11. Knowledge of oversight, coordination, and monitoring processes.
12. Knowledge of fraud investigation and recoveries policies and procedures.
13. Ability to achieve the office program integrity programs and goals through effective planning, program coordination and monitoring.
14. Certified Fraud Examiner Certification (CFE) is preferred.

#### **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 financial management work (i.e. budgeting, accounting, auditing, management analysis, program evaluation, financial reporting of program results) 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 the 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:** Fiscal Officer V

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

**Job:** Accounting and Finance

**Agency:** Executive Office of Housing and Livable Communities

**Schedule:** Full-time

**Shift:** Day

**Job Posting:** Aug 29, 2024, 12:25:05 PM

**Number of Openings:** 1

**Salary:** \$81,826.77 - \$125,924.13 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=240007MQ>