

Regional Director - Family Shelter - (24000631)

Executive Office of Housing and Livable Communities (EOHLC) is seeking (3) Regional Directors, Family Shelter 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 (NOT ALL INCLUSIVE):

As Regional Director, Family Shelter for the Division of Housing Stabilization of the Executive Office of Housing and Livable Communities (EOHLC), you will spearhead a dynamic team responsible for managing day-to-day operations, fostering engagement, and providing exceptional support to our contracted family shelter service providers across your designated region. You will serve as a pivotal link between various departments, ensuring seamless coordination and alignment to drive strategic initiatives and enhance overall performance of the Emergency Assistance (EA) family shelter program. Your leadership will be instrumental in optimizing workflows, resolving challenges, and promoting a culture of excellence within your assigned region.

Homebase for these positions will be 100 Cambridge Street, Boston. The manager will work a hybrid schedule with in-state travel required at least three (3) days per week. Please indicate requested region in your cover letter. The three regions are Boston/Metro, Southeast, and Western/Central.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1) Team Leadership and Management:

- Lead and inspire a cross-functional team of employees grouped by region, fostering a collaborative and high-performance culture.
- Provide guidance, mentorship, and professional development opportunities to team members to enhance their skills and capabilities.
- Conduct regular performance evaluations, set clear objectives, and facilitate constructive feedback sessions to promote individual and team growth.
- Provide leadership for all EA programming across region, integrating management of the teams that you directly and indirectly supervise to create a successful matrix organization.
- Collaborate with peer Regional Directors team to ensure consistency of policy and process, sharing of best practices, continuity of services for families and oversight of contracted providers.

2) Operational Oversight:

- Oversee day-to-day operations within the assigned region, ensuring efficient handling of issues and timely resolution of challenges.
- Develop and implement robust processes and protocols to streamline workflows and optimize resource utilization.
- Monitor key performance indicators (KPIs) and metrics to assess operational efficiency and identify areas for improvement.
- Oversee high level contract management of service providers and review and approve as needed based on work conducted by contract managers.
- Monitor and drive outcomes, including successful exits from shelter, development and balancing of shelter unit portfolio that meets goals of the Division, and cost effective and high quality service delivery.

3) Strategy Development and Implementation:

- Collaborate with stakeholders to develop strategic initiatives aimed at enhancing engagement and support for providers within the region.
- Drive the execution of strategic plans, ensuring alignment with organizational goals and objectives.
- Proactively identify emerging trends, opportunities, and challenges in the region and develop strategies to address them.

4) Cross-Functional Coordination:

- Serve as a primary point of contact for cross-functional collaboration, fostering strong relationships with groups such as serious incident reporting, contract managers and inspections teams.
- Facilitate effective communication and coordination between teams to ensure alignment on priorities and objectives.
- Act as a liaison between regional teams and senior management, providing regular updates on progress, challenges, and opportunities.

5) Provider and Community Engagement and Support:

- Implement strategies to promote a positive provider experience and build long-term relationships with key stakeholders.
- Support providers in achieving their KPIs and working towards plans to increase their compliance.
- Build and maintain local expertise with the communities in dedicated region and create and foster partnerships between family shelter programs and community stakeholders that will benefit EA shelter families, including local community-based organizations, resettlement agencies, employers, landlords, schools, law enforcement, and health care providers.

PREFERRED QUALIFICATIONS:

1. Proven experience in leadership roles within public sector, with a track record of successfully managing cross-functional teams.
2. Experience working with State and Federal programs with complex regulations and policies and the demonstrated ability to develop necessary strategies for effective implementation.
3. Ability to manage multiple tasks simultaneously as a result of effective planning, delegation and communication.
4. At least intermediate proficiency using Word, Excel and Outlook.
5. Strong understanding of operational processes and best practices, particularly in the context of contractor support and engagement.
6. Exceptional communication and interpersonal skills, with the ability to effectively engage with stakeholders at all levels.
7. Strategic thinker with the ability to analyze complex issues, develop innovative solutions, and drive results.
8. Experience in government or other public sector industry or a related field is highly desirable.
9. Demonstrated ability to thrive in a fast-paced, dynamic environment and adapt to changing priorities.
10. Experience in program evaluation, performance management, or process improvement initiatives.
11. Experience in housing assistance or social services is a plus.

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, administrative, supervisory, or managerial experience in: business administration, business management, public administration, public management, clinical administration or clinical management of which (B) at least one (1) year must have been in a project management, supervisory or managerial capacity or (C) 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 (A) experience.
- II. A Bachelor's degree in a related field may be substituted for two (2) years of the required (A) experience.
- III. A Graduate degree or higher in a related field may be substituted for three (3) years of the required (A) experience.
- IV. A Doctorate degree in a related field may be substituted for four (4) years of the required (A) 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 VI

Functional Title: Regional Director – Family Shelter

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 18, 2024, 11:50:08 AM

Number of Openings: 3

Salary: \$88,182.79 - \$111,443.55 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=24000631>