Middlesex Human Service Agency, Inc.
Administration Department
Job Description

Job Title: Director of Housing and Shelter Services

Responsibilities:
- Ensure that all Programs operate in accordance with all federal, state, and local laws and regulation.
- Work with Director of Client Services to build and improve systems, efficiency, measurement, and management throughout the Agency, as relevant to programs and operations. Research best practices and industry standards.
- Maintain regular contact with Individual Shelter, Family Shelter, and Permanent Housing Programs, or any other program assigned, through office visits, meetings, and phone/email/text communication to ensure propter operations and service delivery.
- Supervision, development, training, and discipline of staff as necessary.
- Project management, in leadership and support roles as appropriate.
- Liaise with external agencies and contacts as necessary and serve as primary contact for Department of Housing and Community Development (DHCD) contract managers. Strengthen and expand external program collaborations.
- Oversee tenant selection, leasing, and compliance for all Permanent Housing units and ensure timely rent collection.
- Serve as Site Administrator of the Agency Efforts To Outcomes (ETO) database.
- Exercise detailed knowledge of Agency and program policies/procedures. Support program staff to meet all Agency requirements, and follow all policies/procedures in the Program and in Main Office interactions.
- Ensure the accurate collection and maintenance of all appropriate data and records as required from each Program, and report to relevant teams in the Administrative Department.
- Complete required documentation in an accurate and timely manner on an ongoing basis.
- Share 24/7 on-call support for Individual Shelter, Family Shelter, and Permanent Housing Programs with the Director of Client Services.
- Manage various types of documentation, including tracking, reports, disciplinary actions, and training/training support documents.
- Ensure proper and timely hiring, training, and supervision of all program staff via the Program Directors and Human Resources Department.
- Assist staff with crisis intervention/management with clients, staff, funders, and vendors.
- Participate in all fundraising efforts as needed.
- Abide by all MHSA policies, maintain appropriate boundaries, and ensure strict confidentiality and ethical standards at all times.

- Attend in-service and outside training and instruction as directed by the Director of Client Services.
- Various other responsibilities, as assigned by the Director of Client Services, or as needed to ensure the proper operation of MHSA programs and the development of additional programs and services

Qualifications:
- Bachelor's Degree required, advanced degree in Social Work, Public Administration, Counseling, or related field preferred.
- Five (5) years of experience in housing or homeless services, non-profit management, or related field.
- Demonstrated knowledge of contract management and regulatory compliance, specifically with the Massachusetts Department of Housing and Community Development (DHCD) and/or the U.S. Department of Housing and Urban Development (HUD).
- Demonstrated experience supervising staff and projects simultaneously.
- Knowledge of non-profit and human service administration.
- Excellent written and verbal communication.
- Excellent computer skills with proficiency in MS Office Suite and database management. Knowledge of Efforts To Outcomes (ETO) preferred.
- Ability to work with diverse staff serving diverse populations.
- Ability to work independently and as a team player on multiple projects simultaneously, in an often fast-paced environment.
- Demonstrated strong and consistent attention to detail
- CPR/AED/First Aid certified (MHSA will provide training opportunity)
- Demonstrated reliable attendance and punctual reporting for work.
- Valid driver's license.
- Reliable personal transportation.
- Bilingual preferred.