

Facilities Program Director Scattered Site and Congregate Program

Reports to: Middlesex Human Service Agency (“MHSA”) Assistant Director of Programs (“ADOP”) and the Chief Operating Officer (“COO”)

Responsibilities:

- Supervise Maintenance Workers, Custodians, and Unit Inspectors including, but not limited to, troubleshooting, crisis intervention, performance evaluation, mentoring, and training
- Ensure the habitability of all Scattered Site and Congregate shelter units by remaining in constant communication with Case Managers, CMII’s, property owners, vendors, and other parties, as necessary
- Act as the primary liaison between the Dudley Street office and all Scattered Site / Congregate landlords
- Schedule unit maintenance, unit cleanings, pest extermination, bedbug treatment, city/utility inspections, carpet treatment and other unit-related appointments, in conjunction with landlords, Case Managers, vendors, and other third parties, as necessary.
- Coordinate pest control across the entire agency
- Maintain files on each Scattered Site and Congregate shelter unit, including, but not limited to, valid lease agreements, Certificates of Fitness, lead paint Letters of Compliance, W-9s, Inspectional Services Department inspection forms, extermination reports, correspondence with property owners, and other relevant documents
- Utilize the online maintenance ticket system to track, complete and close maintenance work orders, as appropriate
- Establish and maintain a system for prioritizing maintenance issues and utilizing Maintenance Workers and Custodians to address maintenance requests.
- Ensure that the completion of all maintenance requests is communicated to appropriate Program Directors
- Provide 24/7 on-call support for Scattered Site and Congregate Programs
- Assist the COO in reducing overall facilities costs and negotiating rents with property owners
- Identify timely and affordable replacement units when adding, dropping or swapping shelter units
- Maintain an active network of property owners, vendors and other service professionals to assist in the completion of program and MHSA goals
- Perform in-service training and other educational tasks, including, but not limited to, distributing informational pamphlets to residents and staff, conducting unit-compliance workshops for clients, training staff on facilities-related topics such as fire safety, and providing other relevant facilities information in conjunction with outside service providers, as necessary.

- Create, maintain and distribute a list of approved vendors, shelter landlords and contact numbers in case of emergency relative to all Scattered Site and Congregate units
- Conduct Facilities Team meetings at regular intervals
- Use existing relationships with property owners to assist staff in placing families out of shelter into safe, alternative feasible housing
- Support Case Managers by assisting with unit inspections, helping with move-ins/outs, meeting vendors at shelter units, making copies of keys and performing various other facilities-related duties, as needed
- Immediately inform appropriate Program Director of any suspicions, observations or allegations of child abuse and/or neglect, or potential illegal activity in any units
- Exercise knowledge of MHSA and program policies/procedures , including applicable policies/procedures issued by DHCD, MBHP and/or other funding authorities and program administrators
- Abide by all MHSA policies regarding boundaries, strict confidentiality and ethical standards at all times
- Attend in-service and outside training and instructions as directed by the COO and/or the ADOP
- Various other responsibilities, as assigned by COO and/or ADOP from time to time and/or as needed to ensure proper functioning of the Programs and the Agency
- Assist the MHSA Maintenance Director in identifying and managing subcontractors/vendors.
- Develop and open new supply accounts and monitor spending.
- Manage the insurance policies for all Scattered Site and Congregate units.
- Support the Maintenance Director's duties, supervision of staff and functions when necessary.
- Assist MHSA Maintenance Department in planning and prioritizing special projects (i.e. donations, client transfers, shelter relocations).
- Approve all vendor/subcontractor activity (e.g. cleaning, fire prevention) throughout the agency including all materials purchased for the support of all programs.

Requirements/Qualifications:

- Three (3) years' experience in property management or related field, and personnel supervision
- Demonstrated knowledge of: Scattered Site/Congregate models and DHCD and MHSA policies, procedures and operations
- Demonstrated knowledge of homelessness issues
- Excellent interpersonal skills, as well as to operate in an effective manner independently, as necessary
- Competent written/verbal/computer skills
- Ability to work as part of a dynamic team
- Ability to manage multiple tasks while working with a diverse population
- 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