



Massachusetts Housing and Shelter Alliance Job Posting

Title: Program Manager

The Massachusetts Housing and Shelter Alliance (MHSA) is seeking qualified candidates for the position of Program Manager.

About MHSA:

MHSA is a statewide nonprofit organization that is driving innovation to end homelessness among adult individuals through advocacy and development of outcome-based programs. For more than 30 years, MHSA has been transforming the traditional response of emergency shelter into a system of permanent housing, improved access to support services and healthcare, and other long-term solutions to homelessness. These strategies have helped dramatically reduce chronic homelessness in Massachusetts and gained MHSA national recognition for several initiatives. MHSA has a network of 100 member agencies; it also works closely with state and city government. It uses its unique position as an intermediary between public agencies and homeless service providers to create innovative responses to homelessness for adults in Massachusetts.

MHSA is an Equal Opportunity Employer offering competitive pay, generous benefits, and work in a mission-focused organization. Learn more about MHSA at www.mhsa.net.

Position Summary:

The Program Manager is part of a six-person Programs team that manages funding and programming to partner agencies for which MHSA is an intermediary. This person will work with multiple permanent supportive housing programs for individuals who previously experienced chronic or long-term homelessness ("Housing First" programs) and will: monitor programs; conduct site visits; assist providers to improve their supportive housing; manage contracts and subcontracts; and collect, analyze, and report data.

Candidates with either direct care or robust data analysis experience could be excellent fits for this role. **Please refer to the Requirements section of this posting for information on the critical skills needed to succeed in this role.**

Status: This position is full-time, 40 hours a week, exempt.

Reports To: Senior Director of Policy & Programs

**Essential Functions:**

- Lead coordination between MHSA and 20+ Permanent Supportive Housing (PSH) providers to identify and implement key system improvements
- Serve as the lead Programs team member for conducting site visits and improving the monitoring process for various PSH providers
- Take a leadership role in identifying issues of equity throughout MHSA's work and serve as a key voice to propose solutions focused on improving daily work, housing programs, and systems more broadly
- Assist with reporting, streamlining and analysis of data across MHSA programs, especially for the Home & Healthy for Good program, which provides flexible funding for PSH for individuals experiencing chronic or long-term homelessness throughout Massachusetts
- Develop dashboards and reports to communicate programmatic data and progress to a variety of stakeholders and audiences
- Potentially serve as the lead Programs team member for other projects designed to streamline and improve data collection and information reporting
- Assist the Finance Department with processing and approving subcontracts, invoices, and subcontract amendments
- As needed, participate in state and city planning committees and meet with stakeholders to review project progress, address challenges, and discuss and navigate the work of connecting homeless individuals to housing and related resources
- Perform all other reasonable related duties as assigned.

Requirements:

- Minimum of two-to-three years relevant experience (may include academic coursework), ideally including past work with homeless programs and populations. Experience with Housing First/low-threshold permanent supportive housing a plus.
- Passion for the mission of ending homelessness and interest in those prioritized by MHSA's work: adults experiencing chronic homelessness often coupled with physical, mental, and/or addiction disabilities.
- Ability to manage multiple projects, attend to details, follow through, and meet deadlines
- Strong writing skills for creating written reports and communications
- Demonstrated ability to create and monitor budgets, analyze and collect relevant program data
- Strong computer skills with Microsoft Office, with intermediate to advanced Excel skills required
- Excellent organizational, written, and verbal communication skills
- Facility with data collection and data reporting; additional skills in data analysis preferred
- Experience with creative reporting and dashboard construction; proficiency in Adobe InDesign/Illustrator preferred
- Ability to think critically and creatively about how to enhance program operations; good problem-solving skills
- Good interpersonal skills; ability to work with funders and partner agencies with a focus on customer service
- Ability to work independently and as part of a team



Compensation and Benefits:

This position is 40 hours per week, exempt. Salary range is \$50,000-\$60,000 per year. Excellent benefits include: health and dental insurance (80% employer-paid), pre-tax commuter benefits, 15 days of vacation per year (to start), 15 holidays per year, a 401k retirement plan with generous matching contribution, and more.

NOTE: Due to COVID-19, the majority of MHSA staff are working remotely. This position is expected to travel frequently to visit permanent supportive housing sites and to work out of the Boston office as necessary to meet Program team and MHSA needs.

Application Procedure:

Please submit a resume and cover letter to Kaye Wild, Vice President at kwild@msa.net no later than July 1, 2022. Please be sure to put "Program Manager" in the subject line.

MHSA is an Equal Opportunity Employer, committed to a diverse workforce. Individuals from all backgrounds are encouraged to apply; we especially encourage people with lived experience of homelessness to apply.