



Massachusetts Housing and Shelter Alliance Job Posting

Title: Program Contract Manager

The Massachusetts Housing and Shelter Alliance (MHSA) is seeking qualified candidates for the position of Program Contract 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 more than 100 member agencies; it also works closely with state and city governments. 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 Contract Manager will manage programs across Massachusetts funded by various contracts to ensure programs are providing permanent supportive housing that operates under Housing First principles. They will have experience in direct service work, preferably with permanent supportive housing, and an interest in improving the delivery and administration of permanent supportive housing in Massachusetts. They will conduct site visits, monitor programs, manage contracts, engage service providers, provide technical assistance, and collect and analyze data. The information collected through these activities will help drive policy discussions and policy changes, with the goal of improving the experiences of people living in permanent supportive housing and making effective use of existing inventory by eliminating bottlenecks. The Program Contract Manager will be part of the four-person Subcontracting Team within the larger Programs Team at MHSA.

Reports To: Director of Programs & Planning

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

Essential Functions:

- Strengthen MHSA's role as a leader in the advancement of quality, low-threshold permanent supportive housing throughout Massachusetts.
- Manage contracts for housing and service programs with a focus on permanent supportive housing.



- Conduct regular site visits to monitor compliance, assess program needs, reinforce relationships with partner agencies, and ensure programs are low threshold and follow Housing First principles.
- Write comprehensive monitoring reports following each site visit.
- Gather information on technical assistance needs using data from MHSA programs, conversations with external agencies and people with lived experience, site visits, and other sources.
- Assist with the reporting, streamlining, and analysis of data across programs.
- Develop dashboards and reports to communicate programmatic data and progress to a variety of stakeholders and audiences.
- Create a database of potential sources for training and resources.
- Identify the larger system changes that are needed to provide quality permanent supportive housing across Massachusetts to inform MHSA's advocacy and policy work.
- Collaborate with internal staff and external agencies to determine how MHSA can be a leader in Racial Equity work, especially regarding access to and retention in permanent supportive housing.
- Coordinate with MHSA's Subcontracting, Leasing, and Finance teams around program needs.
- 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.
- Other duties as reasonably required to support MHSA's mission and organizational operations.

Qualifications:

- 2-3 years of relevant experience required
- Direct service experience, especially in permanent supportive housing, strongly preferred
- Passion for MHSA's mission of ending homelessness
- Knowledge of Housing First, low-threshold programming, supportive housing, and MHSA's priority populations experiencing homelessness
- Commitment to forwarding racial and ethnic diversity in all aspects of this work
- Demonstrated ability to create and monitor budgets
- Familiarity with data collection and analysis
- Experience with creative reporting and dashboard construction
- Good interpersonal skills and the ability to work with funders and partner agencies with a focus on customer service.
- Excellent organizational skills with ability to manage multiple tasks
- Ability to work independently and in a team environment
- Ability to take initiative, prioritize, and complete large volumes of detail-oriented tasks quickly with exceptional accuracy, and meet deadlines
- Excellent computer skills, including intermediate-to-advanced Microsoft Excel skills. Skills in Word and PowerPoint required



- Excellent verbal and written communication skills, especially for written reports
- Valid driver's license required
- Must reside in Massachusetts while employed at MHSA

Compensation and Benefits:

This position is 40 hours per week, exempt. Salary range is \$50,000-\$60,000 per year.

Excellent benefits include:

- Harvard Pilgrim health insurance (80% employer-paid)
- Delta dental insurance (80% employer-paid)
- EyeMed vision insurance (100% **employee-paid** at MHSA's lower group rate)
- Life, long-term disability, and Massachusetts Paid Family and Medical Leave insurance (100% employer-paid)
- Employee Assistance Program
- Pre-tax commuter benefits
- Pre-tax flexible spending account for out-of-pocket medical expenses for employee and eligible family members
- Pre-tax dependent care spending account to be reimbursed for dependent care expenses, such as daycare, preschool, and summer camps
- 15 days of vacation per year to start (maximum 25 days per year accrual rate after 4 full years of employment)
- 15 holidays per year
- 401k retirement plan with 25% employer matching contribution

Note: MHSA supports a hybrid work environment. Staff are expected to work from the Boston office as needed to ensure maximum performance and results, and at the direction of supervisors. This position will also involve travel to program site visits and meetings.

Application Procedure:

Please submit a resume and **cover letter** to Ian Gendreau, Director of Programs & Planning, at igendreau@mhsa.net, no later than September 15, 2023. Please be sure to put "Program Contract Manager" in the subject line.

At MHSA, we appreciate the value and richness of different perspectives and experiences. We constantly strive to be a more diverse and inclusive workplace. We work to make everyone feel welcomed and engaged as a valued member of the MHSA team. 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.**

See our full EEO policy at <https://mhsa.net/wp-content/uploads/2022/11/MHSA-EEO-Non-Discrimination-Policy.pdf>