



Massachusetts Housing & Shelter Alliance

Job Posting

Position Title: Programs & Operations Coordinator

The Massachusetts Housing and Shelter Alliance (MHSA) is seeking qualified candidates for the position of Programs & Operations Coordinator.

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: This is a position for a highly organized, detailed-oriented person and an opportunity for the right candidate to learn, grow, and contribute their skills to MHSA's mission to end homelessness. The Programs & Operations Coordinator will provide administrative support to the Programs Team and the organization as whole. This includes coordinating the contracting and subcontracting process, maintaining tracking systems, and managing projects. They will implement and maintain improved, streamlined, and effective systems that increase efficiency. The Programs & Operations Coordinator will be a part of the four-person Subcontracting Team within the larger Programs Team at MHSA.

This position might be for you if:

You have a passion for organization and like turning complicated or vague processes into clear, effective, user-friendly systems. You enjoy learning new methods, software, and tools and can develop basic proficiency in these quickly. You're a creative problem-solver who is resourceful in finding solutions or workarounds. When you encounter a new process or procedure, you're always evaluating how it could be improved. You enjoy working with programs but are also interested in the operations and systems of an organization.

Reports to: Senior Operations Manager

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



Essential Functions:

- Coordinate the subcontracting, contracting, and amendment process across the entire Programs Team, including creating subcontract templates and subcontracts, tracking contracts and subcontracts as they move through the system, collaborating with providers and other departments, and organizing and filing documents.
- Maintain and update systems, trackers, and Standard Operating Procedures to support the work of the Programs Team and MHSA.
- Assist in the monitoring visit process by tracking, reviewing, and organizing documentation submitted by provider agencies in collaboration with the Subcontracting Team.
- Conduct planning work for the Programs Team, including mapping out and tracking contract deadlines and requirements to ensure compliance.
- Serve as Project Manager for larger projects across the Programs Team and MHSA.
- Schedule internal and external meetings for the Programs Team and MHSA, take accurate meeting notes, and disseminate notes to meeting attendees in a timely manner.
- Create, organize, and maintain electronic files in the local server and SharePoint.
- Collect, organize, and/or analyze data as needed to inform decision-making, systems work, and policy.
- Develop dashboards and reports to communicate programmatic data and progress to a variety of stakeholders and audiences.
- Maintain MHSA's Serious Incident Reporting Form, including intake of serious incident reports and submission of these reports to the Executive Office of Housing and Livable Communities (EOHLC).
- Review reports, emails, and other important documentation for grammar, spelling, and style.
- Assist the Finance Department on specific planning and ongoing projects.
- Assist the Senior Operations Manager with the creation and evaluation of systems, Standard Operating Procedures, manuals, etc.
- Other duties as reasonably required to support MHSA's mission and organizational operations.

Qualifications:

- Minimum of one to two years of relevant experience, preferably with a background in systems organization.
- Exceptional organizational skills with an eye for systems improvements.
- Quick learner that can understand and adapt to new concepts or tools quickly.
- Ability and creativity to troubleshoot problems and create workarounds or seek out solutions when needed.
- Ability to efficiently organize system files and folders in an intuitive, user-friendly way.
- Experience managing large, cross-functional projects.
- Strong proficiency in the Microsoft Office suite, including Teams, OneDrive, and SharePoint, as well as Adobe Acrobat.



- Intermediate to advanced Microsoft Excel skills.
- Familiarity with data collection and analysis.
- Strong attention to detail with the ability to manage multiple projects and deadlines.
- Demonstrated ability to be self-directed, adaptable, and to work both independently and in a team environment.
- Proven ability to take initiative, prioritize assigned projects and complete tasks efficiently and meticulously with exceptional accuracy.
- Strong verbal and written communication skills.
- Commitment to advancing racial and ethnic equity.
- Passion and empathy for the mission of ending homelessness and interest in those prioritized by MHSA's work: adults experiencing chronic homelessness often coupled with physical and/or behavioral health disabilities.
- Must reside in Massachusetts while employed at MHSA.

Compensation and Benefits:

- This position is 40 hours per week, exempt. Salary range is \$55,000 - \$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.

Application Procedure:

Please submit a resume and **cover letter** to Valerie Cedrone, Senior Operations Manager, at vcedrone@mhsa.net, no later than February 12th, 2024. Please be sure to put "Programs & Operations Coordinator" 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>.