



## Massachusetts Housing and Shelter Alliance

### Job Posting

**Title:** Tenancy Support Manager

The Massachusetts Housing and Shelter Alliance (MHSA) is seeking qualified candidates for the position of Tenancy Support 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](http://www.mhsa.net).

**Position Summary:** The Tenancy Support Manager is part of a growing Leasing Team within the Programs Department that manages MHSA's program and funding intermediary work. This role supports an assigned portion of MHSA's tenants and landlords across more than 200 permanent supportive housing units throughout the Metro Boston region with more units coming online. The person in this position has a passion for engaging with tenants, providers, and landlords to coordinate successful tenancies.

**Reports To:** Director of Leasing Programs

**Status:** This position is full-time, exempt.

#### **Essential Functions:**

- Coordinate lease-up process; meet new tenants on-site at units, complete necessary documents, and review MHSA's leasing policies and procedures.
- Coordinate with landlords and tenants to complete on-site unit inspections for each rental unit at new tenant lease-up, tenant exit, annually, and as needed.
- Serve as primary contact with landlords; triage to other staff as needed.
- Serve as the main point of contact for assigned tenants to address any housing related needs.
- Foster relationship and coordinate with case management staff at partner service provider agencies to discuss tenant issues and successes related to housing.



- Attend monthly service provider/landlord meetings.
- Triage and respond to unit transfer requests and reasonable accommodations, working with the Leasing & Compliance Manager to ensure all required documentation is complete and submitted.
- Develop expertise in contract and legal requirements for leasing programs (tenant/landlord law; eviction process).
- Follow up on incident reports from landlords and service providers; draft and send out Sublease Violation Notices and schedule Tenancy Support Meetings as needed.
- Coordinate Eviction Prevention Meetings as needed, collaborate with tenants and service providers to draft Mutual Agreements detailing steps the tenant can take to preserve tenancy.
- Coordinate with MHSAs legal counsel on Notice to Quit and eviction process as needed; represent MHSAs in court at eviction hearings.
- Assist in maintaining database of leases, sublease agreements and supporting documents for all tenants in MHSAs leasing programs to ensure data and documents are accurate and continuously updated.
- Assist in gathering income documentation from each tenant for rent certification and annual recertification.
- Follow up with tenants receiving notices for late/missing rent payments and coordinate payment plans.
- Track and coordinate maintenance requests from tenants and service providers; follow up with unit inspection and photo documentation as needed; forward requests to landlords and ensure needed repairs are completed.
- Coordinate vendors for tenant moves, unit cleanings, and junk removal as needed; complete and track associated invoices and expense requests.
- Other duties as reasonably required to support MHSAs mission and organizational operations.

**Qualifications:**

- 2 years of related experience
- Weekly travel across Metro Boston region required
- Understanding of homeless services and nonprofit organizations preferred
- Understanding of housing first practices, including low threshold and trauma informed approaches preferred
- Bi-lingual in English/Spanish or English/Portuguese preferred
- Knowledge of state and federal homeless funding requirements preferred
- High level of competence and comfort using Microsoft Outlook, Excel and Word
- Willingness and ability to learn to use new databases
- Excellent written communication skills, with meticulous attention to detail
- Excellent organizational skills with ability to handle multiple tasks simultaneously in a hectic environment



- Ability to deal courteously with all in person, in writing, and on the phone
- Ability to creatively problem solve in a fast-paced environment
- Ability to work independently and in a team environment and to take initiative, prioritize and complete large volumes of detail-oriented tasks quickly and with exceptional accuracy
- Must reside in Massachusetts while employed at MHSA
- Valid driver's license required

#### **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. This position will also involve travel to meetings across Massachusetts.

#### **Application Procedure:**

Please submit a resume and **cover letter** to Monica Regueiro, Director of Leasing Programs, at [mregueiro@mhsa.net](mailto:mregueiro@mhsa.net), no later than February 12th, 2024. Please be sure to put "Tenancy Support 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>