

Supporting Neighborhood Opportunity in Massachusetts (SNO Mass)

Mobility Program Coordinator Position

Program Description

In 2019, the Massachusetts Department of Housing and Community Development (DHCD) launched the Supporting Neighborhood Opportunity in Massachusetts (SNO Mass) program. SNO Mass is a housing mobility program that supports low-income families with Housing Choice Vouchers in moving to areas of higher opportunity – neighborhoods that offer strong schools, safe environments, and economic opportunities for residents. SNO Mass is designed to help reduce the barriers families often face in finding housing and moving to higher opportunity areas. SNO Mass services include mobility counseling and housing search support for households, financial assistance with security deposits and realtor fees, higher payment standards and enhanced support for landlords in qualifying areas, and post-move support for participating households.

Agency Description

NeighborWorks® Housing Solutions is the leading housing service provider in Southern Mass. NHS has more than 70 years of combined experience in the community development field and provides services to more than 11,000 households in more than 75 cities and towns across Southern Massachusetts. In addition to building and managing 900 units of housing for veterans, homeless families and others in need, NHS offers a wide range of housing services, including rental assistance, vouchers, foreclosure prevention counseling, home rehabilitation loans and grants, financial coaching and education, first-time homebuyer workshops and more.

Position Summary

Responsible for the successful administration and supervision of the SNO Mass program to help families with mobile vouchers access housing in areas of opportunity.

Essential Functions

- Coordination and delivery of SNO Mass services, including intake/assessment, case management, housing search and placement, and stabilization
- Motivational coaching and counseling
- Landlord engagement and recruitment
- Internal coordination of leasing and inspection staff
- Design and delivery of workshops and trainings to address housing barriers
- Data collection and reporting
- Management and supervision of assigned staff

Position Responsibilities

- Coordinate and assist with research on local Opportunity Areas (e.g., schools, transportation, amenities, supportive services, housing stock) and ensure a high level of familiarity with these areas among SNO Mass staff
- Develop and implement property owner outreach/recruitment strategies
- Develop and implement participant outreach/recruitment strategies
- Lead program orientation sessions for prospective participants
- Conduct counseling meetings with participants and identify potential barriers to finding and/or retaining housing
- Make appropriate referrals for needed services to help remove barriers to a successful opportunity move
- Develop and lead workshops and trainings on topics such as credit repair and budgeting, landlord/tenant relations, housing search, and home maintenance
- Provide assistance with credit repair and addressing rental history problems to assist families with meeting tenant screening requirements
- Assess schooling needs of each child in the family and make attempts to refer families to an area where their needs are best met
- Provide participants with detailed information about the Opportunity Areas
- Assist participants in the development of an individualized housing search plan, including goals, action steps, and timetables
- Conduct housing search to identify viable units for participants and notify participants promptly of housing opportunities
- Communicate with property owners about how the program works and how it benefits property owners
- Communicate and coordinate with staff from other departments (e.g., program reps, inspectors) to achieve program goals
- Provide post-move counseling to participants during the transition to their new neighborhood, including help in locating schools, childcare, social and medical services, and employment
- Communicate with property owners and participants to help resolve conflicts
- Manage data collection and reporting to ensure that required data is being recorded and program goals are being met
- Proactively identify and inform the Director of any issues that may adversely affect the program or organization
- Under supervision of Director, assist in the development and implementation of staff training to ensure the knowledge and skills necessary to meet program objectives
- Provide accurate and timely feedback to staff on performance-related matters
- Work with the agency's development team on SNO Mass marketing information and resources, including social media and website
- Attend required meetings, conferences, and trainings as necessary
- Represent the agency at state and regional meetings as necessary
- Other duties as assigned

Hiring Requirements/Preferences

- Bachelor's Degree (4-year degree) in social work, public policy, or other related fields required, Master's in Social Work or related field strongly preferred
- 3-5 years' experience in social services/case management required, with additional experience in real estate, subsidized housing programs, and/or fair housing preferred
- Leadership and management experience
- Counseling and assessment skills
- Familiarity with the region (e.g., school systems, transportation, amenities, services)
- Valid Massachusetts drivers' license
- Effective communication skills, both written and verbal
- Bilingual (English/Spanish) preferred
- Proficiency in PC-based computer software
- Support for SNO Mass program mission and goals

Reports to

Director of Rental Assistance.

Salary

Salary placement is determined by years of experience and education directly related to the position.

Working Conditions

This position travels to meet with clients and family members outside the office in various settings such as homes, public libraries, programs, and other accessible community settings. Candidates will need access to a reliable motor vehicle for transportation.

To apply:

Please send resume and cover letter to:

jnickerson@nhsmass.org