



When **all** employees are embraced, respected, and heard, we will build a collaborative, equitable, inclusive, and anti-racist culture where everyone thrives.

Job Class: Human Services Program Representative 2

Working Title: Housing Support Operations Lead

Is travel required for this position? Occasional

If so, what is the percentage? Infrequent – hard to give %

Is teleworking an option? Yes, the current MN State telework policy applies.

Are flexible work hours an option? Yes

Job Summary

This position provides operational leadership for statewide Housing Support, General Assistance, Emergency General Assistance, and Minnesota Supplemental Aid programs. The incumbent leads complex program implementation, systems change, process improvement, data management, and cross-agency initiatives to ensure effective and equitable service delivery. The person in this role will have primary responsibility for ensuring Adult Income Support (AIS) Unit program policies are reflected in eligibility and payment systems in coordination with other Department staff and with other state and local agencies. Primary responsibility includes leading project teams to evaluate, design, plan, and test implementation of multi-faceted projects with broad public impact. In addition, this position will lead AIS Unit projects related to operational and process improvement as needed.

Responsibilities include, but are not limited to the follows:

- Lead implementation of program reforms and operational changes for the Housing Support Program, General Assistance, and Minnesota Supplemental Aid; mentor and enhance division policy staff on developing related strategic initiatives.
- Advise and participate in system-specific, Department-wide IT project prioritization and planning discussions.
- Coordinate projects to implement changes within eligibility systems such as MAXIS and MMIS.
- Lead development, improvement, and documentation of AIS Unit operational processes.

- Advise and participate in evaluation, prioritization, and design of AIS Unit program data requests and tools.
- Advise and participate in maintaining AIS Unit communications plan, including adherence to Department and Administration communication standards.
- Coordinate periodic review of all forms associated with AIS programs in partnership with staff from Department of Children, Youth, and Families where appropriate.
- Work across the Department of Human Services to further housing related goals and develop housing opportunities for people receiving services from all areas of the department. Bring a housing resources perspective and housing information across HHSSA as well as other areas of DHS.

Minimum Qualifications

To facilitate proper crediting, please ensure that your resume clearly describes your experience in the areas listed and indicates the beginning and ending month and year for each job held.

Three (3) years of advanced-level experience providing support/services for a housing and/or homeless program.

Experience Must Clearly Demonstrate:

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- Detailed understanding of eligibility for adult income support programs (General Assistance, Emergency General Assistance, the Housing Support Program, and Minnesota Supplemental Aid).
- Experience leading complex policy implementation, systems change, or process improvement projects, including planning, scheduling, coordination, implementation, testing, and evaluation
- Experience with or advanced knowledge of eligibility and payment systems used to administer adult income support programs, including MAXIS and MMIS.
- Experience in the areas of homelessness prevention, community support, community-based services, and community health delivery systems.
- Experience with data analysis, reporting, program evaluation, and using data to identify operational improvements.
- Experience leading cross-functional teams, coordinating diverse partners, and advancing work.
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Preferred Qualifications

- Variety of experiences working effectively with others from different backgrounds and cultures.
- Demonstrate a high level of ability to work collaboratively across divisions, administrations, and in partnership with community organizations.
- Experience with and understanding of the systemic causes of homelessness, the importance of housing stability, and the broad array of supports and services associated with supportive housing interventions.
- Knowledge of DHS policies, procedures, processes, laws and rules, state information technology practices and issues.

- Highly developed communication both written and verbal and interpersonal skills with the ability to present complex and sometimes controversial information in a comprehensive, easy-to-understand style.
- Experience with planning, managing, and facilitating meetings; identifying issues, drawing out opinions, ideas, and concerns, and facilitating consensus.
- Experience in the development of legislative proposals, bill analyses, and long-term strategic goals.
- Knowledge of federal and state legislation, rules, policies, procedures impacting services to people who are homeless, people with disabilities, and/or older adults.
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Additional Requirements

- The Minnesota Department of Human Services (DHS) will conduct criminal background checks on all finalists for this position. Finalists must pass the DHS background check.
- Employee reference checks will be conducted on all finalists. This may include a review of documentation related to job performance. It also includes contact with the applicant's former employer(s).

Why Work For Us

WE MAKE A DIFFERENCE! The Minnesota Department of Human Services impacts the lives of 1.7 million people every year, helping them meet their basic needs so they can achieve their highest potential.

GREAT BENEFITS PACKAGE! The State of Minnesota offers a comprehensive benefits package including low cost medical and dental insurance, employer paid life insurance, short- and long-term disability, pre-tax flexible spending accounts, retirement plan, tax-deferred compensation, generous vacation and sick leave, and 12 paid holidays each year.

Our differences make us stronger and leveraging them helps us create a workforce where everyone can thrive. The Department of Human Services is an equal opportunity employer. We are committed to embedding diversity, equity, inclusion, and accessibility at our workplace. We do this by developing strong leaders and advocates, increasing cultural competence and understanding among all employees, and removing institutional barriers and attitudes that prevent employees from advancing as far as their talents will take them. We prohibit discrimination and harassment of any kind based on race, color, creed, religion, national origin, sex (including pregnancy, childbirth and related medical conditions), marital status, familial status, receipt of public assistance, membership or activity in a local human rights commission, disability, genetic information, sexual orientation, gender expression, gender identity, or age.

How to Apply

Click “Apply” at the bottom of this page. If you are unable to apply online, please contact the job information line at 651.259.3637.

For additional information about the application process, go to <http://www.mn.gov/careers>.

Contact

If you have questions about the position, contact Maia Uhrich at maia.uhrich@state.mn.us.

If you are a Connect 700 applicant, please email your certificate and the Job posting ID#/number to Dennis Stevenson at dennis.b.stevenson@state.mn.us by the position close date.

If you are an individual with a disability and need an ADA accommodation for an interview, you may contact the Department of Human Services’ ADA Coordinator at 651-431-4945 or [DEPARTMENT OF HUMAN SERVICES_ADA@state.mn.us](mailto:DEPARTMENT_OF_HUMAN_SERVICES_ADA@state.mn.us) for assistance.

AN EQUAL OPPORTUNITY EMPLOYER

The State of Minnesota is an equal opportunity, affirmative action, and veteran-friendly employer. We are committed to providing culturally responsive services to all Minnesotans. The State of Minnesota recognizes that a diverse workforce is essential and strongly encourages qualified women, minorities, individuals with disabilities, and veterans to apply.

We will make reasonable accommodations to all qualified applicants with disabilities. If you are an individual with a disability who needs assistance or cannot access the online job application system, please contact the job information line at 651.259.3637 or email careers@state.mn.us. Please indicate what assistance you need.