



Executive Director
Metro Housing|Boston
Boston, MA

Metro Housing|Boston (Metro Housing), one of the largest regional housing agencies in the Commonwealth of Massachusetts, is seeking a transformative and forward-looking leader to serve as its next Executive Director. Dedicated to mobilizing resources that ensure housing stability, economic security, and an improved quality of life, Metro Housing has delivered a complex array of programs that assist families and individuals with low and moderate incomes in gaining access to housing they can afford in the metropolitan region of Boston for more than 40 years. In a shifting landscape for housing affordability, the Executive Director will serve as an unwavering advocate determined to reinforce Metro Housing's longstanding strengths, sharpen its defining edge, and develop and execute a bold new course for the future.

From its incorporation in 1983 as the Boston Housing Partnership and later through a strategic merger to become the Metropolitan Boston Housing Partnership in 1991, Metro Housing has maintained its mission and focus on increasing access to housing that is safe and affordable to residents with the lowest income levels. Metro Housing has forged strategic partnerships with the Commonwealth of Massachusetts and the City of Boston, which have entrusted the nonprofit with the administration of federal, state, and local rental assistance programs, among them the HUD Housing Choice Voucher Program (Section 8) and the Massachusetts Rental Voucher Program. What began with fewer than 5,000 families has now grown to be a vital resource for more than 10,000 households across the metropolitan Boston area.

Reporting to a 23-member Board of Directors, the Executive Director will be a visible leader who values a consultative and collaborative approach, who can skillfully navigate the politics of relationships, and diplomatically advocate for historically marginalized households that have extremely low incomes and live within Metro Housing's service area. Vision and strategic planning, financial oversight for a \$22 million corporate operating budget and \$330 million in funds that support individual families, leadership for a team of 220, including seven direct reports, and building and stewarding partnerships, coalitions, and relationships with government leaders will all be key to success. The incoming Executive Director will bring exceptional operational and financial acumen, including proven skills in organizational leadership and supportive staff management. This individual will have demonstrated fundraising experience and a depth of knowledge in the areas of economic mobility, community development, and/or housing that is affordable to households that have extremely low incomes.

Metro Housing| Boston has retained the services of Isaacson, Miller, a national executive search firm, to assist in conducting this important search. All inquiries, applications, and nominations should be directed in confidence to the search firm, as indicated at the end of this document.

ABOUT METRO HOUSING|BOSTON

Over the last 40 years, Metro Housing has become a leading regional nonprofit focused on housing affordability. Particularly in the last two decades, Metro Housing has seen unprecedented growth, doubling its staff size and nearly quadrupling its total revenue from \$97 million to more than \$359 million, including the rental subsidies it manages.

The collaborative approach that distinguishes Metro Housing centers on the families and individuals who are most affected by housing insecurity. This approach acknowledges gaps in the systems intended to provide housing stability and proposes solutions that bridge the gap between government, business leaders, health, and social service providers. Through a broad array of programs and services, an extensive network, a \$22 million operating budget, and 220 staff members, Metro Housing serves approximately 30,000 households annually across more than 32 communities.

Programs and Services

One of Metro Housing's core operating responsibilities is providing rental voucher subsidies to 10,000 households in eastern Massachusetts, including Boston and adjacent municipalities. In addition to providing subsidies, inspecting units, and maintaining relationships with the landlords of these homes, Metro Housing is responsible for an array of other programs that support and serve households that have low, very low, and extremely low incomes.

Programs and services at Metro Housing| Boston are organized as follows:

Homelessness Prevention

Families and individuals facing housing emergencies or progressing along the continuum from homelessness to economic security can gain access to financial assistance, rapid rehousing, intensive case management to navigate service systems, and/or fair housing violations. Staff work closely with shelters and community-based organizations to connect families and individuals to these services and programs.

Programs include Residential Assistance for Families in Transition (RAFT), Specialized Intensive Programs and Services (SIPS), Fair Housing & Civil Rights, and HomeBASE.

Housing Stability

Metro Housing works closely with each family or individual to find, apply for, and obtain housing that is safe and stable. Staff work together with families and property owners to explore a variety of pathways to securing housing. Programs under this focus area include the Housing Consumer Education Center,

Housing Choice Voucher Program (Section 8 and its Moving to Work (MTW) component), Supporting Neighborhood Opportunity in Massachusetts (SNOMass), Continuum of Care, and the Massachusetts Rental Voucher Program (MRVP). The organization is the largest regional provider of state and federal rental assistance programs in Massachusetts.

Economic Security

“People first, housing always” is Metro Housing’s commitment to address the barriers and challenges to housing stability, one of which is economic security. Metro Housing provides families and individuals with the knowledge, skills, and financial tools to become economically secure. Programs include Family Self-Sufficiency (FSS), Family Economic Stability (FES), and Green Space Financial Coaching.

Advocacy and Public Policy

Metro Housing is a frequent voice of influence advocating for more resources while also serving as an essential partner with the city and state to administer funds and services for families in need. Federal and state actions in recent years have adversely affected the expansion of housing affordability programs. Despite the static voucher programs and sunseting of essential services during the COVID-19 pandemic, Metro Housing has been a consistent and effective partner, rapidly deploying resources and support to families and individuals in emergency situations. The stewardship of relationships with the Executive Office of Housing and Liveable Communities (EOHLC), City of Boston, Department of Housing and Urban Development (HUD), and more than 30 housing authorities is crucial for the families and individuals who are recipients and for the many whose needs have yet to be met.

The Metro Housing Board of Directors is an important organizational lever and a part of a broader ecosystem of advocates for expanding the supply of housing that is affordable to Metro Housing’s constituency at the city, state, and federal levels. Its members represent the region’s largest financial institutions, health systems, leading community-based organizations, academia, and social services.

To learn more about Metro Housing|Boston’s advocacy efforts, read [here](#).

ROLE OF EXECUTIVE DIRECTOR

The Executive Director will ensure all Metro Housing initiatives are executed in a manner that best promotes the organization’s mission to mobilize resources for housing stability. Metro Housing has grown exponentially in recent years. This moment in the organization’s trajectory calls for a skilled nonprofit leader to provide executive management for what has become a large and complex multi-service organization. In partnership with the Board of Directors, the Executive Director will set the strategic direction and inspire Metro Housing’s dedicated and diverse staff to work toward financial sustainability and operational efficiency. They will cultivate open, transparent, and collaborative relationships with staff, the board, and community partners, proactively forging a strong and inclusive programmatic and

workplace culture that enables Metro Housing to adapt and continue to grow in its understanding of resilience in our communities.

KEY OPPORTUNITIES AND CHALLENGES

It is expected that the Executive Director will have the ability to address a set of opportunities that include, but are not limited to:

Visionary and Strategic Leadership

The Executive Director will lead the development of a renewed strategic vision: one that builds on Metro Housing's resilience and strength, and positions the organization as a connector and unifying force across a broad network committed to advancing housing access and affordability. By June 2026, Metro Housing will have completed a four-year strategic plan focused on enhancing program quality and expansion, influencing public policy, strengthening workplace culture, and improving internal systems. It is imperative that the Executive Director shepherd a collaborative and inclusive strategic planning process that inspires new and renewed interest in strengthening Metro Housing's programmatic areas, despite the ever-evolving threats to their continuity. The work will require close partnership with the senior management team, program directors, staff, and board to ensure alignment and innovation, minimizing silos across Metro Housing.

Organizational Effectiveness

Metro Housing has an extremely passionate and hardworking staff who are deeply committed to the organization's mission, are accustomed to operating under significant stress, and are often exposed to vicarious trauma due to the nature of their work. A people-first leader with strong emotional intelligence, the Executive Director will assess the organizational structure, ensuring that teams are well defined, well staffed, and well supported, and that there is a strong connection and communication throughout Metro Housing. They will promote and codify healthy work/life balance by strategically aligning practices, processes, and information systems to be best-in-class and meet the needs of people served and employed at Metro Housing. Success in this role will require a leader who cultivates and engenders trust and who empowers staff with the knowledge, skills, and tools needed to foster accountability at all levels. Employees must have the confidence and clarity to provide high-quality services, carry out sound business and financial operations, and maintain full compliance with regulatory requirements.

Visibility and External Engagement

As the face of Metro Housing, the Executive Director will be an advocate and thought leader in the fight to eliminate housing insecurity. They will champion the organization's mission in public and participate in policy conversations, galvanizing broader community involvement and proactively pursuing new and sustainable funding opportunities. The Executive Director will build and strengthen relationships with key constituent groups: families and individuals served, rental property owners and management companies, Metro Housing's extensive network of community-based organizations, service providers, government

partners, and the organization's donor and philanthropic base. A visible leader, with a well-defined vision, will sustain these vital partnerships and work to achieve tangible results, most notably, progressive public policies and the expansion of funding streams dedicated to long-term housing stability and equity. By cultivating shared purpose and commitment among these stakeholders, the Executive Director will help position Metro Housing as a bridge between lived experience, community expertise, and policy.

QUALIFICATIONS AND CHARACTERISTICS

The next Executive Director will bring many of the following qualifications, professional experiences, and personal attributes:

- Resonance with the mission and purpose of Metro Housing|Boston.
- Expertise in translating a community-informed vision and strategy into a practical plan for implementation with measures of anticipated outcomes.
- Record of inspirational leadership and effective management of a similarly complex, community-based organization, preferably one with experience in housing and human/social services that leverage public and private resources.
- Strong experience with financial oversight, including budgeting, planning, and reporting. A thorough understanding of managing diverse funding streams from public and private sources.
- Knowledge of and experience with fundraising strategies and long-term relationship-building with foundations, corporations, and individual donors.
- Previous success in nurturing a healthy, dynamic, inclusive, and equitable work environment.
- Emotional intelligence with a proven record of listening, honoring diverse lived experiences, building relationships, and elevating and empowering people, especially those who have been marginalized and/or have experienced homelessness or housing insecurity.
- Policy and advocacy experience and an ability to undertake a strong representational role and close working relationship with key government entities, the media, the philanthropic community, and private sector funders.
- Experience recruiting, cultivating, and maintaining strong relationships with a diverse governing board.
- The highest integrity and wisdom, and a can-do attitude.

COMPENSATION AND LOCATION

Metro Housing|Boston is committed to salary transparency. The minimum hiring salary for this position is \$200,000, and the maximum is \$234,000. It is not typical for an individual to be hired at or near the top of this range. The final offer is determined by a candidate's relevant experience and Metro Housing's commitment to internal equity.

The Executive Director position is based at the organization's headquarters at Roxbury Crossing in Boston, Massachusetts. Metro Housing|Boston employs a hybrid workforce. The Executive Director is expected to be a visible leader throughout the region and available to work on-site.

APPLICATIONS, INQUIRIES, AND NOMINATIONS

Screening of complete applications will begin immediately and continue until the completion of the search process. Inquiries, nominations, referrals, and CVs with cover letters should be sent via the Isaacson, Miller website: <https://www.imsearch.com/open-searches/metro-housing-boston/executive-director>

Electronic submission of materials is strongly encouraged.

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AN EQUAL OPPORTUNITY EMPLOYER