

## **POSITION DESCRIPTION**

Position Title: Housing Specialist  
Program: ReStart Reno  
Reports To: Lead Case Manager

Status: Non-exempt  
Date Prepared: 1/2021

### **POSITION SUMMARY:**

Under general supervision, this position will assist program participants in meeting and maintaining the housing eligibility requirements and will establish information related to housing opportunities and solutions to for clients facing homeless challenges. The Housing Specialist is responsible for assuring quality services in a compassionate and professional manner as it relates to the specific program objectives. Work is performed in a cost effective and services oriented manner as it relates to the established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work to accomplish the established objectives of the department.
  - 1. Foster an environment free from ethnic or social prejudices and/or judgment.
  - 2. Complete incident reports as required.
  - 3. Communicate with participants, external service providers, and co-workers in a professional manner.
  - 4. Respond to client questions and concerns.
  - 5. Provide clients with a supportive environment.
  - 6. Comprehend and adhere to ethical guidelines and confidentiality laws.
  - 7. Communicate and comprehend oral and written instructions.
  - 8. Report all infractions of policies to appropriate manager or director.
  - 9. Perform other duties as assigned.
  
- B. Responsible for performing case management, housing search, mediation, and client placement to achieve rapid placement into housing.
  - 1. Provide assistance to clients with placement and housing stabilization.
  - 2. Assist participants with housing applications.
  - 3. Prepare housing packets for approval.
  - 4. Facilitate move-in procedure in a timely fashion.
  - 5. Complete initial and annual Housing Quality Inspections (HQS) on all units.
  - 6. Notify landlords of any deficiencies and needed repairs.
  - 7. Maintain records of all Housing Quality Inspections performed and required.
  - 8. Develop and maintain a current list of low income housing resources for client referrals.
  - 9. Investigate housing properties and interview property managers to determine housing feasibilities and promote Restart housing programs.
  - 10. Serve as a program housing resources to provide alternative housing or program options as needed.
  - 11. Maintain and update Rent Reasonableness on all properties.
  - 12. Advocate on behalf of the clients.
  - 13. Maintain client confidentiality.
  - 14. Discuss difficult clients with the supervisor.
  - 15. Complete screening and assessments with clients to determine eligibility for services.
  - 16. Link clients to agency and community services.
  - 17. Enter client data into the Clarity HMIS data base.
  - 18. Maintain adequate case notes in DAP format.
  - 19. Maintain records and any statistical data for all services rendered.
  - 20. Provide other documentation as required by funding source and/or VOA.

21. Perform other related duties as assigned by Program Director.

C. Responsible for training and development.

1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
3. Serve as part of the program development team by providing information and support for the development of quality operations.
4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

D. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

A Bachelors in human services or related field in required. This person should have a working knowledge of property management, fair housing law, real estate transactions, eviction notices, credit statements, and legal responsibilities of renters. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide mediation for clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to low income, homelessness, minorities, and persons with disabilities; must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. It requires CPR and First Aid training within (90) days of employment date and recertification as necessary and T.B. testing annually. A valid Nevada license and ability to meet organization's insurance carrier guidelines required. Must have the flexibility to work at the office as well as in the community and have the willingness to function as a team member. Strong computer skills are required.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Oral and written communication skills  
Ability to assist other people  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally  
Climb stairs as needed

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Lead Case Manager. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Housing Specialist is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Housing Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_