

POSITION DESCRIPTION

Position: Housing Services Specialist
Program: Rapid Re-Housing (RRH) Program
Reports To: Program Manager

Status: Non-exempt
Date Revised: 10/2020

POSITION SUMMARY:

Under general supervision, this position will assist applicants in meeting the housing eligibility requirements and will establish information related to housing opportunities and solutions for clients facing homeless challenges. The Housing Services Specialist will provide information regarding appropriate and available housing options for clients to review. This position will assist clients with rental applications and provide transportation to housing opportunities as needed. The Housing Services Specialist will accompany clients at meetings with potential landlords to promote successful interviews and housing approval.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing housing search, mediation, and client placement to achieve established objectives of the department.
 - 1. Assist prospective applicants for housing placement and housing stabilization.
 - 2. Assess applicants and assist them in meeting eligibility requirements and assist applicants in completing program application and facilitation of program selection interviews.
 - 3. Facilitate move-in procedure in a timely fashion.
 - 4. Complete Habitability Standards Certifications on all participants.
 - 5. Develop and maintain a current list of low-income housing resources for client referrals.
 - 6. Investigate housing properties and interview property managers to determine housing feasibilities.
 - 7. Serve as a program housing resources to provide alternative housing or program options as needed.
 - 8. Maintain records and any statistical data for all services rendered.
 - 9. Provide other documentation as required by funding source and/or VOA.
 - 10. Attend VOA and other outside training.
 - 11. Attend internal meetings to share and discuss housing opportunities
 - 12. Perform other related duties as assigned by Program Manager.

- B. 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. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

- C. 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:

This person must have a working knowledge of property management, fair housing law, real estate transactions, eviction notices, credit statements, and legal responsibilities of renters. A Bachelors or A.A. in business management is preferred or combination of education and experience. 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. Must have the flexibility to work irregular hours and have the willingness to function as a team member. It requires CPR and First Aid training within (90) days of employment date and recertification as necessary and T.B. testing annually. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must have reliable transportation that you will use for work with mileage reimbursed.

SPECIFIC SKILLS REQUIRED:

- Teamwork skills
- Strong computer 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
- Climb stairs as needed
- Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Manager or designated lead. 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 Services 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 Services 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.

Employee Signature _____ Date Signed _____