

## POSITION DESCRIPTION

Position: Housing Specialist Assistant  
Program: Supportive Services for Veteran Families (SSVF)      Status: Non-Exempt  
Reports to: Case Manager Supervisor      Date Revised: 07/2020

### POSITION SUMMARY:

The Housing Specialist Assistant works with program staff and clients, to assist in meeting grant requirements for temporary financial needs, landlord/property management recruitment and engagement, housing placement assistance, while adhering to grant guidelines.

### OBJECTIVES/ACTIVITIES:

#### A. Client Supportive Services

1. Maintain records of financial assistance in each client's file.
2. Work with community vendors and agencies to collect required documents needed to provide clients with financial assistance.
3. Maintain a housing database and provide rental leads for clients.
4. Serve as a liaison and mediator between landlords and clients, helping resolve or end any conflicts.
5. Assist clients with coordination of emergency housing placement in motels when needed.
6. Assist with collecting VASH paperwork
7. Assort and distribute copies to files
8. Assist with maintenance of rental, financial, and VASH binders
9. Input data into New Org system to produce accurate reports of landlord information and demographics.
10. Assist with follow up phone calls when needed
11. Conduct home visits for housing inspectors/dwelling assessments, conduct housing assessments, and application review.
12. Work with program staff to facilitate accurate and timely data reporting.
13. Meet essential deadlines, demonstrating flexibility as to task and work schedule.
14. Participate in internal and community meetings as needed.
15. Assist with quality assurance checks of files
16. Perform other duties as assigned

#### B. Temporary Financial Assistance

1. Monitors temporary financial assistance of the SSVF program in coordination with Case Manager Supervisor.
2. Provide services in compliance with SSVF policies, regulatory and funding source requirements.
3. Work with various vendors (landlords, utility companies, motels, etc.) to develop and maintain community relationships.

#### C. Assist Housing Specialist with the oversight of housing assistance.

1. Stay up to date with current Fair Market Rental rates and Area Median Incomes.
2. Engage property managers and landlords in the field, as well as over the phone to gather information for clients.
3. Maintain housing database and provide rental leads for clients.

4. Serve as a liaison and mediator between landlords and clients, helping resolve or end any conflicts.
5. Assist clients with coordination of emergency housing placement in motels when needed.
6. Serve as program housing resource to provide staff members with resources for housing as needed for clients.
7. Conduct outreach in the community and five county service areas to meet potential clients and landlords.
8. Organize work and set priorities to meet deadlines working within prescribed time constraints.

D. Responsible for all areas of daily program maintenance in compliance with company policies.

1. Assure a safe, non-judgmental environment for the clients.
2. Maintain positive, professional, relationships with clients and staff.
3. Participate in weekly Screening Committee/Staff meetings
4. Participate in agency and outside training sessions.
5. Perform duties as assigned by the Case Manager Supervisor.

E. 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.
3. Attend housing and financial literary seminars available for market changes.

**EDUCATION AND EXPERIENCE:**

This position prefers an Associate Degree or (1) year experience working with the homeless population, specifically veterans. Data Entry required. Prefers experience in property management, housing resources in Yolo, Sacramento, El Dorado, Nevada and Placer County Housing Authorities, VASH, landlord recruitment and engagement in five counties we serve is preferred. Financial experience a plus. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to veterans including: women, minorities, persons with disabilities, substance abusers, low income, and general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually.

**SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
 Ability to assist and motivate other people at a pace congruent with their ability.  
 Organizational skills  
 Analytical and decision-making ability  
 Statistical and mathematical skills  
 Computer skills

**PHYSICAL REQUIREMENTS:**

Lift and move up to 10 pounds  
 Stand, walk and sit frequently  
 Climb stairs as needed  
 Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Case Manager Supervisor. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

May be required to assist/train assigned volunteers.

**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 Assistant is responsible for promoting company image and providing advice on 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; thus all expenditures must be approved by the Case Manager Supervisor.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Housing Specialist Assistant 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 \_\_\_\_\_