

## **POSITION DESCRIPTION**

Position: Housing Retention Specialist  
Program: X Street Navigation Center  
Reports To: Shelter Director

Status: Non-exempt  
Date Revised: 09/2021

### **POSITION SUMMARY:**

Under general work direction of the Shelter Director, this position will work closely with X Street Navigation Center Guests moved into housing to assist them in retaining their housing. This position requires an in-depth understanding of the homeless population and the barriers to housing that they have struggled with. This Specialist should be well versed in and able to deftly practice Trauma Informed Care, Motivational Interviewing, and Harm Reduction techniques. The ability for the Specialist to connect with Guests and motivate them to connect to services is vital. As such, an understanding of the services available to our Guests is essential. In addition to traditional services, this position requires creative thinking to understand and implement non-standard service connections to the community that will meaningfully tether the Guest to housing (volunteering, school, exercise, meditation, etc.). The use of Critical Time Intervention techniques will be important in managing how much involvement the Specialist spends when a Guest is initially housed versus time spent as the Guest becomes more stable in their housing.

Responsibilities will include but not be limited to: maintaining a strong and collaborative relationship with landlords, assisting Guests with purchasing basic items for setting up their house, counseling Guests on how to remain stable in housing (budgeting, paying bills, caring for their house, connecting with the community, understanding transportation options, finding employment/increasing income, socializing in a healthy manner, staying connected to services such as mental health, medical care, AOD, etc).

### **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 the Director of Business Development & Housing.

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:**

A Bachelors or A.A. in social work, human services, or related field is preferred. Must have basic knowledge and understanding of property management, fair housing, and renter responsibilities. Experience directly working with Guests in an emergency shelter with a demonstrated understanding of Guest needs and an ability to communicate utilizing Motivational Interviewing and Trauma Informed Care techniques is required. 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. A valid California driver license and ability to meet organization's insurance carrier guidelines is required. Must undergo a criminal background check.

**SPECIFIC SKILLS REQUIRED:**

Excellent verbal and written communication skills  
Ability to assist and motivate other people  
Organizational skills

X Street Navigation Center Proposal  
Volunteers of America

Analytical and decision making ability  
Computer Skills  
Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGQTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

**PHYSICAL REQUIREMENTS:**

Lift and move up to 40 pounds  
Lift and move housing items occasionally  
Able to climb stairs regularly  
Stand, walk and sit frequently  
Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Program 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 Retention 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.