

## **POSITION DESCRIPTION**

**Position:** Emergency Housing Assistance (EHA) Assistant  
**Program:** Supportive Services for Veteran Families (SSVF)      **Status:** Non-Exempt  
**Reports to:** Program Director      **Date Created:** 10/2020

### **POSITION SUMMARY:**

This position is responsible for conducting initial evaluations involving interviewing Veteran applicants for the Supportive Services for Veteran Families Program to determine eligibility for financial assistance, including providing community resources and referrals to other mainstream benefit agencies. This position sustains quality relationships with all clients and staff to insure prompt completions and approval of applications.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  1. Perform timely processing of Emergency Housing Assistance (EHA) placement for Veteran households and their families.
  2. Provide records and client services in compliance with Volunteers of America policies and the Veterans Administration SSVF Regulatory and funding requirements.
  3. Maintain positive interactions with applicants, motels, VA staff and other agencies.
  4. Establish and maintain veteran files which may include, personal information, records, and statistical data. Documents include:
    - a. Identification, birth certificates, criminal/credit background results, income status, asset information
    - b. Homeless certification
    - c. Military discharge status, employment history, family composition and all other
    - d. Eligibility data
  5. Provide resources to both eligible and ineligible veterans.
  6. Perform clerical activities including greeting the public, answering telephone, typing, filing, copying, and data collection.
  7. Perform other duties as assigned by Director.
- B. Responsible for assistance with EHA motel reservations:
  1. Assure a safe, non-judgmental environment for the clients.
  2. Maintain positive, professional, relationships with clients and staff.
  3. Participate in agency training sessions.
  4. Responsible for making motel reservations and extensions, billing, check requests, collecting of invoices from motels.
  5. Maintain and document for all accepted EHA Veterans daily and file in appropriate spreadsheet
  6. Create motel check requests to be signed by Director.
  7. Responsible for handling issues if receive calls from motel manager and report to Director and Case Manager Supervisor for all issues received.
  8. Assist with other billing and check requests as assigned.
  9. Review reservations and report any inaccuracies.
- C. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills by reviewing SSVF Grant, SSVF Webinars related to eligibility and screenings, and attending offsite trainings as needed to enhance current skills necessary in this position.
2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

This position requires the ability to provide services to clients without ethnic or social prejudices and a working knowledge of SSVF eligibility requirements. Knowledge of available Veteran resources in Sacramento and surrounding counties. Knowledge and experience with the low-income population, veteran community/terminology and 5 years' experience in customer service required. Veteran status preferred. Excellent computer skills and ability to manage data is required. Attention to detail a must. CPR/First Aid certification is required within 90 days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check.

**SPECIFIC SKILLS REQUIRED:**

Strong computer skills (excel, word, drop box, google calendar)  
Detail oriented  
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  
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 Director 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 others.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with business entities, clients, and all levels of staff. This position 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.

**This Emergency Housing Assistance 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: \_\_\_\_\_