



## **POSITION DESCRIPTION**

Position: Housing Assistant  
Program: Open Arms & ILRP  
Reports to: Program Manager  
Status: Non-exempt  
Date Revised: 11/2016

### **POSITION SUMMARY:**

This position is responsible for assisting the ILRP and Open Arms Case Managers in developing housing placement options for chronically homeless adults, assisting the clients to meet and maintain housing eligibility requirements and maintaining ongoing collaboration with housing and service providers.

### **OBJECTIVES/ACTIVITIES**

- A. Assist Case Managers in developing a housing plan for each client
  - 1. Engage property managers on the telephone in order to gather complete information as to eligibility requirements for renters.
  - 2. Research all available housing listings.
  - 3. Maintain an organized housing file for each client with task achievements and active case note updates.
  - 4. Complete initial housing assessment and review housing barriers with clients.
  - 5. Complete a variety of clerical duties as well as keeping files updated.
  - 6. Assist with housing leads for clients.
  - 7. Facilitate weekly housing groups.
  - 8. Support Case Managers, Support Staff, and Program Manager in all areas of program delivery.
  
- B. Responsible for self-development
  - 1. Continually learn and enhance technical and interpersonal skills.
  - 2. Attend staff meetings and assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.
  - 3. Attend all trainings and collaborative meetings necessary for development of housing and employment resources.
  - 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

### **EQUIVALENT EDUCATION AND EXPERIENCE:**

High school diploma required. A bachelor's degree is preferred. Three years experiencing working with the homeless adult population. Must have computer literacy in word processing and database programs. Must have excellent oral and written communication skills. Ability to interview and complete housing assessments, maintain organized case files, frequent case note updates, and motivate client task achievement that is directly related in obtaining housing.



Ability to facilitate housing groups. Knowledge of AOD, mental health, and ability to relate to various cultures. CPR and First Aid certification.

**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 50 pounds  
Stand, walk, bend, stoop, and sit frequently  
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, 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 Assistant 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 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: \_\_\_\_\_