POSITION DESCRIPTION

Position:        Housing Services Specialist        Status:   Non-exempt
Reports To:     Program Manager                  Date Prepared: 06/2019
Program:        CalWORKS Housing Support Program (HSP) and HEAP Placer County

POSITION SUMMARY:
Under general supervision, this position will provide housing coordination of services and receive direct referrals from the Placer County Human Services CalWORKS eligibility worker to facilitate housing placement. Responsible for the identification, recruitment and retention of landlords who rent to low income and at risk of homelessness and homeless households.

Sustain a coordinated and comprehensive approach to housing delivery by supporting the Housing First Model and HSP/RRH best practices by creating an integrated community based responses to homelessness by creating strong links with Placer County private property owners, managers and housing stakeholders.

To work in coordination with the Volunteers of America, HSP Case Manager and Placer County Human Services HSP Program Manager. This position will primarily assist applicants in meeting the housing eligibility requirements, prepare applicants for housing and will establish information related to housing opportunities and solutions for families facing homeless challenges. To work in coordination with Case Manager to provide the required follow up with Property Managers after housing placement, and provide homeless prevention financial assistance as needed.

OBJECTIVES/ACTIVITIES:

A. Responsible for assisting homeless and at risk families and to secure and maintain housing. Will performing housing search, unit inspections to meet housing quality standards, advocacy, and support the preservation of landlord partnerships and client placement to achieve established objectives of the contract.

1. Provide assistance to prospective applicants for housing placement and housing stabilization. Continue to support clients and landlords after housing placement.
2. To maintain housing stabilization, respond to housing crisis calls and provide outreach response for those clients housed within assigned placement period.
3. Assess applicants and assist them in meeting eligibility requirements and assist applicants in completing program application and facilitation of program selection interviews.
4. Training consumers on the evidence based Ready to Rent Curriculum at least four times per year.
5. Facilitate move-in procedure in a timely fashion.
6. Complete Habitability Standards Certifications on all participants.
7. Develop and maintain a current list of low income housing resources for client referrals.
8. Investigate housing properties and interview property managers to determine housing feasibilities.
9. Routinely attend the CalWORKS Placer County Human Service case conferencing meetings, Homeless Housing Services meetings and housing forums as needed
10. Maintain records and any statistical data for all services rendered. Enter data and service delivery transaction into HMIS monthly.
11. Provide other documentation as required by funding source and/or VOA.
12. Attend internal meetings to share and discuss housing opportunities
13. Perform other related duties as assigned by Program Manager.
B. Responsible for self-development

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training within VOA and outside sources, and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT 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 Bachelor’s or Associate’s Degree 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. Strong computer skills are required. It requires CPR and First Aid training within (90) days of employment date, recertification as necessary, and T.B. testing annually. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check.

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 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. 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 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.

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Employee Signature____________________________________ Date Signed ______________