

## **POSITION DESCRIPTION**

Position Title: Housing Specialist Status: Non-exempt  
Reports To: Program Manager Date Revised: 10/2019  
Program: Mather Community Campus  
Grant and Per Diem Program (GPD)

### **POSITION SUMMARY:**

Under general supervision, this position will assist homeless veterans in meeting the housing eligibility requirements and will establish information related to housing opportunities and solutions. The Housing Specialist will lead ready to rent classes and provide information regarding appropriate and available housing options for clients to review. This position will assist clients with rental applications and other documentation, and may provide transportation to housing opportunities as needed. The Housing Specialist will accompany clients at meetings with potential landlords to promote successful interviews and housing approval as well as cultivate relationships with landlords and aid clients in housing retention planning.

### **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/retention.
  2. Assess applicants and assist them in meeting eligibility requirements, assist applicants in completing program application or other documentation, and facilitate ready to rent classes.
  3. Coordinate 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 and cultivate relationships with property managers.
  6. Investigate housing properties and interview property managers to determine housing feasibilities.
  7. Maintain records and any statistical data for all services rendered.
  8. Provide other documentation as required by funding source and/or VOA.
  9. Attend internal meetings to share and discuss housing opportunities.
  10. Provide feedback to Program Manager for improving the quality of service delivery.
  11. 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 and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

Preference given to veterans. Bachelor's degree or a minimum of three (3) years of experience in providing housing location services for clients being served by organizations providing social services or in a related field. 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. 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 military veterans, homelessness, minorities, and persons with disabilities. Specific knowledge and experience with military culture and housing first approach is preferable. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. This position requires CPR and First Aid training within (90) days of employment date and recertification as necessary and T.B. testing annually. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must have the flexibility and the willingness to function as a team member as well as work independently. Above average computer skills required.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
Excellent oral and written communication skills  
Ability to assist and motivate people  
Organizational skills  
Analytical and decision making ability  
Strong computer skills

**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 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 contact with SSVF, colleges, EDD, DOL, business entities, and all levels of staff. The Housing 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.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Housing 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 \_\_\_\_\_