



POSITION DESCRIPTION

Position: Housing Specialist
Reports to: Program Director
Program: Laverne Adolfo Housing Program
Status: Non-exempt
Date Prepared: 10/2016

POSITION SUMMARY: Under general supervision, this position will assist residents in obtaining and maintaining housing. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, supporting the safety and the integrity of all residents, and performance of all work duties as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards providing services to clients without ethnic or social prejudices.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department:
1. Develop contracts with each resident for payment of fees, both in Volunteers of America's apartment building and scattered-site locations.
 2. Liaison with landlords to facilitate successful transition and to problem-solve placement issues.
 3. Contact and orient developers/landlords to increase permanent housing options.
 4. Prepare all clients for their housing search.
 5. Develop permanent housing resources throughout the community.
 6. Maintain a resource list of available housing.
 7. Coordinate with Housing Specialists from other Volunteers of America programs (i.e. Residence, Mather) to insure all permanent housing resources are available to Adolfo clients.
 8. Coordinate with Youth Advocates to assist students in mitigating negative credit histories.
 9. Maintain follow-up housing data on Adolfo graduates.
 10. Develop and conduct groups regarding issues related to securing and maintaining permanent housing.
 11. Prepare monthly report by the 5th of every month outlining accomplishments in a statistical format.
 12. Develop with each client, their financial plan to take over the master leases on their apartments.
 13. Visit weekly with clients in scattered-site locations to assist them in caring for their apartments and to remain aware of any financial changes or challenges that would prevent clients from meeting their rental/lease obligations.
 14. Monitor fee payments and develop plans with residents, in consult with the Youth Advocate, plans for fee waivers, late fee payments, back-rent payment plans.
 15. Perform other related duties as assigned by Program Director.
- 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 resources.
4. Serve as part of the program development team by providing information and support for the development of quality operations.
5. 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:

A bachelor's degree and two years of experience serving the housing needs of homeless or low-income clients is necessary. Working knowledge of credit and legal responsibilities of renters as well as familiarity with low-income housing resources is preferred. Strong verbal and written communication skills are necessary as well as knowledge of problems unique to emancipated foster youth, persons with disabilities, substance abuse and adolescent parents. CPR and First Aid certification are required as well as a clear T.B. test annually. A valid California Driver's License with a good driving record is required. Must have the flexibility to work irregular hours. Must have the willingness to function as a team member with the ability to make skillful independent decisions.

SPECIFIC SKILLS REQUIRED:

Teamwork skills

Oral and written communication skills

Computer Skills (Word, Excel)

Ability to de-escalate crisis situations and assist residents and staff in emergency situations

Organizational skills

Analytical and decision making ability

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds.

Safely operate a vehicle.

Stand, walk, bend, stoop and sit frequently.

Kneel occasionally.

NATURE OF SUPERVISION RECEIVED:

Daily activities are often performed independently with accessible guidance and direction from the Program Director. Weekly team meetings are held with the Program Director.

SUPERVISION EXERCISED:

This position does not supervise.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires contact with county, city, state, business entities, private agencies, and clients. 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.

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.

Employee Signature _____ Date Signed: _____