

## **POSITION DESCRIPTION**

Position: SSVF Housing Specialist  
Program: Veteran Services  
Reports to: SSVF Program Manager  
Status: Non-Exempt  
Date Revised: 11/20/17

### POSITION SUMMARY:

The Housing Specialist works with program staff and clients, to assist in meeting grant requirements for temporary financial needs, landlord/property management recruitment and engagement, housing placement assistance, while adhering to grant guidelines.

### OBJECTIVES/ACTIVITIES:

#### A. HMIS/Temporary Financial Assistance

1. Monitors temporary financial assistance of the SSVF program in coordination with Program Manager/Program Director.
2. Provide services in compliance with SSVF policies, regulatory and funding source requirements.
3. Coordinates with other program staff members to assist the Veteran clients with their financial and housing needs.
4. Maintain records of financial assistance in each client's file.
5. Work with community vendors and agencies to collect required documents needed to provide clients with financial assistance.
6. Participates in annual audit preparation for SSVF grant compliance.
7. Work with various vendors (landlords, utility companies, motels, etc.) to develop and maintain community relationships.

#### B. Responsible for oversight of housing assistance.

1. Stay up to date with current Fair Market Rental rates and Area Median Incomes.
2. Engage property managers and landlords in the field, as well as over the phone to gather information for clients.
3. Maintain housing database and provide rental leads for clients.
4. Serve as a liaison and mediator between landlords and clients, helping resolve or end any conflicts.
5. Assist clients with coordination of emergency housing placement in motels when needed.
6. Serve as program housing resource to provide staff members with resources for housing as needed for clients.
7. Conduct outreach in the community and five county service areas to meet potential clients and landlords.
8. Organize work and set priorities to meet deadlines working within prescribed time constraints.

#### C. Responsible for all areas of daily program maintenance in compliance with company policies.

1. Assure a safe, non-judgmental environment for the clients.
2. Maintain positive, professional, relationships with clients and staff.
3. Participate in weekly Screening Committee/Staff meetings
4. Participate in agency and outside training sessions.
5. Perform duties as assigned by the Director and Program Manager.

D. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.
3. Attend housing and financial literary seminars available for market changes.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires a Bachelor's Degree in Social Work or a related field or (3) years experience working with the homeless population, specifically veterans. Experience in property management, housing resources in Yolo, Sacramento, El Dorado, Nevada and Placer County Housing Authorities, VASH, landlord recruitment and engagement in five counties we serve is preferred. Experience with HMIS a plus. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to veterans including: women, minorities, persons with disabilities, substance abusers, low income, and general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license is required to operate any Volunteers of America vehicle.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills  
Ability to assist and motivate other people at a pace congruent with their ability.  
Organizational skills  
Analytical and decision making ability  
Statistical and mathematical skills  
Computer skills  
Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 10 pounds  
Stand, walk and sit frequently  
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Program Manager and/or Program Director. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

May be required to assist/train assigned volunteers.

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 Specialist is responsible for promoting company image and providing advice on 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; thus all expenditures must be approved by the Program Manager and/or Director.

NUMBER OF EMPLOYEES:

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**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 \_\_\_\_\_