

POSITION DESCRIPTION

Position: Housing Specialist
Program: HomeSafe RRH
Reports To: Program Manager

FLSA Status: Non-Exempt
Date Revised: 01/2024

POSITION SUMMARY:

Under general supervision, this position will assist homeless seniors in meeting the housing eligibility requirements and establish information about 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 attend meetings with potential landlords to promote successful interviews, obtain housing approval, cultivate relationships with landlords, and assist 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 with housing placement, stabilization, and retention.
 - 2. Assess applicants and assist them in meeting eligibility requirements, assist applicants in completing program applications or other documentation, and facilitate ready-to-rent classes.
 - 3. Coordinate move-in procedures 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 feasibility.
 - 7. Maintain records and any statistical data for all services rendered.
 - 8. Provide other documentation as required by the funding source and/or VOA.
 - 9. Attend internal meetings to share and discuss housing opportunities.
 - 10. Provide feedback to the Program Manager to improve the quality of service delivery.
 - 11. Perform other related duties as assigned by the 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., Accredited Financial Counselor (AFC) continuing education, Ready to Rent Instructor Certification training, CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

Must have at least 1 year of experience assisting homeless households in obtaining and maintaining affordable, permanent housing. This person must have a working knowledge of property management, fair housing law, real estate transactions, eviction notices, credit statements, and the legal responsibilities of renters. Ready to Rent Certified Instructor or complete the required training prior to teaching any part of the curriculum This position requires the demonstrated ability to communicate and comprehend oral and written instructions and to provide mediation for clients and landlords without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to seniors, homelessness, minorities, and persons with disabilities. Specific knowledge and experience with the housing-first approach is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Required computer skills include proficiency with remote software platforms, Microsoft Office, and database maintenance. This position requires mathematical comprehension and record-keeping skills. This position requires CPR and First Aid training within (90) days of employment date, recertification as necessary, and T.B. testing annually. A valid California driver's license and the ability to meet the organization's insurance carrier guidelines are required. You must have reliable transportation that you will use for work with mileage reimbursed. Must be flexible and willing to function as a team member and also work independently. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

Teamwork skills

Above-average computer skills. Proficiency in MS Office, including Word and Excel

Excellent verbal and written communications skills

Ability to present information concisely and effectively, both verbally and in writing

Ability to organize and prioritize work

Ability to work independently with little supervision

Ability to assist and motivate people

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 often performed independently with accessible guidance and direction from the Program Manager. Must be able to function independently and in a team environment to achieve operational goals and contract compliance.

SUPERVISION EXERCISED:

This position does not supervise. However, training and lead responsibilities may be delegated 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 Specialist is responsible for promoting the 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 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 outlined above.

Employee Signature: _____ Date Signed: _____