

POSITION DESCRIPTION

Position: Housing Retention Specialist Status: Non-exempt
Program: Meadowview Navigation Center Date Revised: 6/2022
Reports To: Care Coordinator/Case Management Supervisor

POSITION SUMMARY:

The Housing Retention Specialist is responsible for performing housing searches, guest placement into housing, and connecting guests to the community. This position will provide support related to the following, but not limited to: assessing guest housing needs, securing housing, knowledge of renters, and landlord moving assistance when moving out of the shelter program. The Housing Retention Specialist will provide housing resources promptly and efficiently. This position should be well versed in and able to practice Trauma-Informed Care, Motivational Interviewing, and Harm Reduction techniques.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Assist prospective applicants with housing placement and housing stabilization.
 - 2. Assess applicants and assist them in meeting eligibility requirements and assist applicants in completing program applications and facilitation of program selection interviews.
 - 3. Continue work on income stabilization via public benefit and employment.
 - 4. Facilitate move-in procedure in a timely fashion.
 - 5. Complete Habitability Standards Certifications on all guests.
 - 6. Develop and maintain a current list of low-income housing resources for guest referrals.
 - 7. Serve as program housing resources to provide alternative housing or program options as needed.
 - 8. Serve as liaison between guests and landlords if issues arise and require mediation or mitigation.
 - 9. Maintain records and any statistical data for all services rendered.
 - 10. Provide other documentation as required by the funding source and/or VOA.
 - 11. Attend VOA and other outside training.
 - 12. Perform other reasonably related duties as assigned.

- B. Responsible for training and development.
 - 1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
 - 2. Identify ongoing training for new and existing staff and report needs to management.
 - 3. Maintain an above-average working knowledge of fire, safety, and health standards to assure a safe work environment for guests and all personnel.

- C. 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.

EDUCATION AND EXPERIENCE:

A Bachelor's or AA degree in business is highly desired. Must have working knowledge and understanding of credit, fair housing, legal rights, and renter responsibilities, along with familiarity with low-income housing resources. Three (3) years of experience serving the housing needs of individuals who are homeless or low-income is highly desired. Working knowledge of Motivational Interviewing, Trauma-Informed Care, Client-Centered Strength-Based, and all evidence-based practices in ending homelessness are required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide mediation for guests without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to minorities, persons with disabilities or mental illness, substance abuse and recovery, low income, and the general homeless population. Must be able to utilize a range of interventions to work with guests with varying needs and levels of functioning. Must have the flexibility to work irregular hours and be willing to function as a team member. It requires CPR and First Aid training within (90) days of employment, re-certification as necessary, and annual T.B. testing. Valid California driver's license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check.

SPECIFIC SKILLS REQUIRED:

- Excellent verbal and written communication skills
- Ability to assist and motivate other people
- Organizational skills
- Analytical and decision-making ability
- 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, and 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 the 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 clients when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

- Lift and move up to 40 pounds
- Lift and move housing items occasionally
- Able to climb stairs regularly
- Stand, walk and sit frequently
- Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are often performed independently with accessible guidance and direction from the Care Coordinator/Case Management Supervisor. 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, it may be delegated training and lead responsibilities as the program requires.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, guests, and all levels of staff. The Housing Retention Specialist is responsible for promoting the company image and adhering to company practices and procedures while establishing and maintaining good working relationships with all guests. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible. All expenditures must be approved by the manager.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Housing Retention 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 _____