

## **POSITION DESCRIPTION**

Position: Housing Retention Specialist

Program: X Street Navigation Center

Reports to: Shelter Director

Status: Non-exempt

Date Revised: 08/2022

### **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 housing search, mediation, and guest placement 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, completing program applications, and facilitating 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 participants.
  6. Develop and maintain a current list of low-income housing resources for guest referrals.
  7. Investigate housing properties and interview property managers to determine housing feasibilities.
  8. Serve as a program housing resource to provide alternative housing or program options as needed.
  9. Maintain records and any statistical data for all services rendered.
  10. Provide other documentation as required by funding source and/or VOA.
  11. Attend internal meetings to share and discuss housing opportunities.
  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 appropriate ongoing training for both new and existing staff and report needs to management.
  3. Attend VOA and other outside training.

4. Maintain an above-average working knowledge of fire, safety, and health standards to assure a safe work environment for clients 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 A.A. degree in social work, human services, or a related field is preferred. Must have working knowledge and understanding of credit, property management, fair housing, legal rights, and renter responsibilities. Three (3) years of experience directly working with and serving the housing needs of homeless or low-income individuals is highly desired. The ability to communicate utilizing Trauma-Informed Care, Motivational Interviewing, and Harm Reduction techniques is required. This position requires the 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 low income, homelessness, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with clients 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, recertification as necessary, and annual T.B. testing. A valid California driver's license and the ability to meet the organization's insurance carrier guidelines are 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, 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, LBGQTQ, 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 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 Shelter Director. 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, clients, and all levels of VOA support 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 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 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.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_