



**Title:** Emergency Shelter Housing Specialist  
**Reports to:** Program Director  
**Department:** Shelter Case Planning (310)  
**Classification:** Non-exempt

**JOB SUMMARY:**

Under the supervision of the Program Director, and in coordination with Mobility Coaches and Resource Specialists this position will develop professional housing case plans for clients by providing counsel, as it relates to eligibility, affordability, and future capacity, which looks at building the participant's capacity to move into long-term stability, such as home ownership. The Housing Specialist also assists clients with housing related budgeting, and any other requirements attached to housing eligibility requirements (i.e. identification, utility service, and other barriers). Position will also network and work closely with community organizations to develop a variety of resources for clients.

**ESSENTIAL FUNCTIONS:**

1. Provide intake and assess families for housing and services eligibility
2. Assist, as required, in correspondence (i.e. Letters, invitations, support for eligibility documentation) related to housing application/acquisition.
3. Participate in applicant briefings
4. Explain housing requirements and expectations to all involved (landlords, rental agents, clients)
5. May involve communication with participating property owners and management companies
6. Evaluate and assess the needs of families to assist in creating the appropriate housing planning and the agency's ability to service them
7. Complete initial interview requirements, required documentation, applications, and all data capture forms and logs as instructed.
8. Utilizing the housing-first philosophy, assist families in developing person-centered case plans that include the 5 domains of the Passport to Self-Sufficiency™
9. Work in conjunction with the Mobility Mentor Coaches to assist residents through counseling, weekly goal setting and ongoing support, including specific support and affinity groups as required
10. Document housing-planning session in written case plans utilizing the Homeless Management Information System (HMIS)
11. Provide support and facilitate resources needed to successfully execute housing plan and meet Passport to Self-Sufficiency™ goals.
12. Document, and share with relevant staff (in keeping with HIPPA) essential information pertaining to families in the COTS' facilities
13. Participate in discharging families when necessary and provide resources in coordination and collaboration with the COTS Resource Specialist
14. Collaborate with inter-agency departments to monitor families maximum utilization of available services
15. Attend work conferences, in-service and staff meetings as scheduled



16. Establish and maintain a strong network of community-based programs for referrals across all domains of the Passport to Self-Sufficiency™ as needed
17. Assist in data and information capture and preparation of required report documentation required by agency and funding source, and submit reports on time
18. May require performing housing inspections using Housing Quality Standards (HQS)
19. Regular contact with Monitor staff as assigned by supervisor regarding incident reports for effective communication and collaborative effort with staff and residents
20. Ensure confidential protocol
21. Participate in required case review meetings facilitated by the agency designee
22. Provide crisis response services, as required

**ADDITIONAL RESPONSIBILITIES:**

Perform other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- Associate's Degree in related field (Bachelor's degree preferred)
- Social Work Technicians license required
- Three years case work or housing experience
- Working knowledge of HUD, DHC, and other housing agencies eligibility requirements and regulations
- Working knowledge of the elements, dynamics and culture that constitutes homelessness; e.g., substance abuse, mental illness, prostitution, other forms of violence/exploitation which people experience
- Knowledge of area wide referral sources (i.e., Traveler's Aid, DHS, Crossroads...)
- Ability to work flexible schedule, including evenings, weekends and some holidays
- Strong work record demonstrating reliability and good attendance
- Excellent oral and written communication skills
- Excellent conflict resolution and intervention skills
- Excellent computer skills, including MS Excel, Word; HMIS experience preferred
- Must have acceptable driving record, reliable transportation and proof of insurance
- Approved criminal background check
- Approved drug screen results

**DEADLINE: OCTOBER 29, 2014**

