

Job Description

Title: Housing Specialist – Housing at Last and Palm Court

Regular Full Time: 40 hours/week

Hourly wage: starts at \$27 per hour

Reports to: Program Manager

Unit: Adult Programs

Grade: n/a

Non-Exempt

Start Date: ASAP

Principal Responsibility:

Under the direction of the *Program Manager*, the Housing Specialist will provide assistance and resources to individuals housed in a permanent, supported housing programs (Housing at Last and Palm Court) who are integrating into the community after experiencing chronic homelessness. The Housing Specialist provides resource counseling support at scattered site units throughout Marin County. The Housing Specialist provides a balance of encouragement and support while holding individuals accountable to program agreements and personal goals.

Major Duties:

- Provide services and resources which promote housing retention and support individual goals of increasing economic independence and maintaining stable housing
- Meet regularly and consistently with individuals assuring program participation and progress
- Respond to neighborhood and landlord concerns in a timely manner; problem solve with resident
- Work with homeless individuals on a one-to-one basis and in group settings
- Address barriers to housing stability: recovery/addiction/relapse, mental illness, under-employment, and various other obstacles
- Manage conflicts and crisis situations as they arise
- Represent agency to landlords and other community partners while serving residents in housing programs
- Coordinate monthly housing inspections, provide education/support to residents in maintaining housing units
- When necessary, seek and identify new housing units for program participants within the community
- Coordinate program newsletters, announcements, and monthly participant activities
- Provide supportive counseling, guidance, supervision, & referrals to community resources
- Help residents manage personal health & hygiene, well-being, interpersonal relationships, mental health and substance use issues
- Interact as part of a team with other Homeward Bound staff and communicate pertinent shift information both verbally and in writing
- Maintain daily program participant records and collect information as required by the programs
- Attend and participate in staff meetings, supervision, and training
- Provide emergency services as needed, as well as ongoing case management which may include interacting with law enforcement, psychiatric services, and other community agencies and staff
- Report program, resident, and facility needs to appropriate persons
- Document and track required program outcome measures, respond to requests for information in a timely manner and collect and enter data into data management systems such as the HMIS system
- Perform other relevant duties as assigned

Relationships:

- Establishes and maintains open and collaborative relationships with colleagues.
- Greets, communicates, and treats all program participants with respect, dignity, and an attitude of service.

- Maintains confidentiality related to all program participants.
- Communicates clearly and consistently with supervisor.

Minimum Qualifications/Requirements:**Education or Training Equivalent To:**

- High school diploma required
- Further education, certification, or comparable professional experience in social work, psychology, or a related or relevant field (Preferred)

Minimum Years of Additional Related Experience:

- 2-3 years' experience working with under-resourced, low-income populations; experience working with individuals experiencing homelessness, desired
- 2-3 years' experience working with individuals with mental health and substance abuse issues
- Experience in residential programs and/or housing programs
- Knowledge of life skills and money management

Physical Requirements:

- Ability to sit, and use a computer mouse, keyboard, and monitor, for moderate periods of time (1 – 3 hours per day)
- Ability to stoop, crouch, kneel, and/or crawl on occasion
- Ability to lift and/or move objects weighing up to 40 pounds

Special Qualifications & Qualities (skills, abilities, licenses):

- Enthusiasm for working with individuals experiencing homelessness
- Ability to empower and motivate people to make positive changes
- Ability to work cooperatively with and contribute to a diverse workplace through ideas or experience
- Ability to navigate difficult conversations with both residents and landlords in a productive and positive manner
- Experience with Windows and Microsoft Office Suite software
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, the ability to prioritize and organize, is creative and has a sense of humor
- Dynamic, resourceful, flexible, kind, compassionate, understanding
- High level of awareness and comfort working in a culturally and ethnically diverse work environment

EQUAL OPPORTUNITY

At Homeward Bound we are committed to embracing diversity. All decisions regarding recruitment, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without regard to race, color, gender, religion, national origin, creed, ancestry, gender, sexual orientation, gender identity or expression, age disability, veteran status, political ideology, or any legally protected class. It has always been and continues to be Homeward Bound's policy that employees should be able to enjoy a work environment free from all forms of harassment and discrimination. We encourage applicants of diverse backgrounds to apply for any open position for which they feel qualified.

BACKGROUND CHECK(S)

Homeward Bound is committed to providing safe and productive working, learning, and living environments for our staff and clients. To achieve that goal, we conduct background investigations for all

final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search, and motor vehicle history.