

HRC Housing Specialist Job Description

Job Title: Housing Specialist
Reports to: Program Manager

Date: June, 2016
Status: full-time; non-exempt

The Housing Resource Center of Monterey County (HRC) is an independent non-profit housing resource agency, providing services throughout Monterey County.

The **HRC Housing Specialist** will seek out, engage, educate, recruit, and manage landlords to secure suitable affordable housing for clients and families supported by HRC housing programs, such as the Supportive Services for Veteran Families, the Family Stabilization, and the Save Our Seniors, programs, among others.

Job Summary: The primary objective is to find and secure habitable, affordable housing for individuals and families enrolled in HRC programs; initiate and develop relationships with landlords and property owners; assist with successful match and placements; and facilitate ongoing cooperative, successful tenant and landlord relationships.

Job Responsibilities:

- initiate new and facilitate ongoing relationships with local landlords, property owners, property managers, realty companies and tenants
- collaborate with Case Managers and clients to assess housing and stabilization needs and develop a plan to best meet housing and stabilization goals
- provide guidance to clients and staff on housing-related opportunities
- engage, educate, and recruit landlords about agency programs and procedures, including: the agency “intent to pay” letter; timelines for payments and intervention; responsibilities should clients become non-compliant with their contractual responsibilities; etc.
- conduct negotiations with landlords for considerations, move-in specials, waivers of late charges
- maintain timely, thorough and accurate case notes enter and maintain data into agency’s system of record, Homeless Information Management System (HMIS) and/or other databases and records
- keep accurate records and produce reports in a timely and accurate manner
- meet directly with clients immediately following initial intake and eligibility assessment by Case Managers to identify and find suitable housing that is appropriate to the wants and needs of the individual or family
- conduct property habitability inspections
- accompany clients to view and apply for properties as necessary
- mediate housing issues and concerns with landlords/property managers, Case Managers and clients

Personal Qualifications:

- Bilingual English & Spanish preferred
- Must demonstrate professionalism, dependability, maturity, and initiative
- Excellent interpersonal skills
- Demonstrate ability to handle crisis situations with a minimum amount of supervision
- Excellent verbal and written communication skills
- Competencies in creating and executing goal based plans
- Ability to maintain accurate and timely progress notes
- Good time management and organizational skills
- Must be able to maintain program, client and agency confidentiality
- Must treat all individuals with dignity and respect
- Ability to accept supervision and work cooperatively with other staff and community
- Flexibility to deal effectively with a variety of people, situations, problems and challenges.
- Ability to work independently and as part of a team
- Ability to set and observe appropriate personal limits and boundaries with clients with various mental health, substance abuse, and domestic violence issues

Education, Experience, and Certification Requirements:

- Bachelor's degree in Human Services or related field
- Minimum of three years experience in property management, real estate, case management, related Human Services, local Housing services or other applicable field
- In-depth knowledge of local housing and rental market
- Knowledge of local transitional and emergency housing programs a plus
- Use of own vehicle with current insurance and a clean driving record
- Experience in working with culturally diverse, chronically homeless and medically needy individuals is preferred
- Knowledge of economic, educational and social problems related to homeless and referral sources is desirable

Computer Skills:

- Must be proficient with common office PC applications including MS Excel, MS Word, PowerPoint, Gmail, and standard office equipment
- Must be or quickly become proficient in program database (HMIS) and other software as needed

Working Conditions/Physical Demands:

- Must be able to stoop, bend, squat, sit on floor and walk over uneven floor surfaces including stairs and steps
- Must be able to visually and auditory assess and interact with clients to ensure their safety and well-being
- Requires considerable work outside of the office and substantial driving

- Must be willing to view property in various neighborhoods
- May lift up to 30 pounds
- May require occasional out of area travel

Candidates must pass a background and credit check. Candidates must have a clean driving record, a current California driver's license, and a personal car for regular use. Some travel is required.

This is a full-time 40 hours per week position. Regular work hours are from 8:00 am – 5:00 pm Monday through Friday; with occasional weekend and evening hours as scheduled, or needed to meet the needs of clients, funders, tenants, and landlords/property managers.

Compensation for this position is \$16.50-\$19.00 per hour in stages, commensurate with applicable skills and experience. Benefits are provided after the satisfactory completion of the introductory period.

Qualified applicants should reply to this posting with a cover letter explaining why you are a good fit for this position, a detailed resume listing your skills and experience, a fully completed HRC application form, and three professional references.

NO PHONE CALLS, PLEASE.