

**Title:** Housing Specialist  
**Reports to:** Program Manager  
**FLSA Status:** Non-Exempt

### **Housing Specialist Job Description**

**Housing Specialist** to Housing Support (HSP), Family Stabilization (FS), Emergency Solutions Grant (ESG), Homeless Emergency Aid Program (HEAP), Prop 47 Behavioral Health and related programs.

**Job Summary:** The Housing Placement Specialist will work in collaboration with the Case Manager and the Supportive Services for Program staff in finding appropriate permanent housing and/or eviction prevention interventions for families of the program. The Housing Specialist will utilize community-based partnerships with Supportive Housing Programs, and market-rate rental landlords to establish and expand housing resources and eviction prevention remedies. They will work with the Case Manager to ensure the smooth transition into permanent housing and maintain a supportive relationship with the families to sustain permanent housing within the community. This function includes being a resource for staff regarding housing placements and applications.

#### **Job Responsibilities:**

- Outreach and facilitate ongoing relationship building with local landlords, property owners, managers, realty companies and tenants
- Collaborate with Case Managers and clients to assess stabilization needs and develop a plan to best meet housing and stabilization goals
- Provide guidance to clients and staff on housing-related issues
- Work directly with clients immediately following the initial intake session with the 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 with appropriate pictures and documentation back up
- Accompany clients to properties as necessary to view units and meet landlords
- Conduct negotiations with landlords for considerations, move-in specials, waivers of late charges
- Educate landlords about our Intent To Rent, Landlord Voucher, and W-9 forms, timelines for payments and intervention; responsibilities should clients become non-compliant with their contractual responsibilities
- Work with clients to develop stable rentals if they are in temporary and/or unstable housing
- Work with landlords/property managers, Case Manager and families to resolve any issues
- Weekly input data and record management into HMIS and HRC's Files; Maintains statistical data and produces reports as assigned or needed
- Assist with program development, implementation and evaluation.
- Conduct ongoing case conferencing with other case managers working with the client population.
- Participate in meetings, workshops and trainings as assigned and participate in activities designed to increase skill in related areas.
- Attend staff meetings, regular case review meetings, specialized training as offered and other related meetings and seminars.
- Operate a motor vehicle with good DMV driving record, current California driver's license and proof of current vehicle insurance.
- Assist the Program Manager and Executive Director as needed to accomplish the mission of the agency.

- Other duties as assigned
- Bilingual English & Spanish preferred

**Desired Qualifications:**

- Demonstrate professionalism, dependability, maturity, and initiative
- Demonstrate ability to handle crisis situations with a minimum amount of supervision
- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Good time management and organizational skills
- Must be able to maintain program, client and agency confidentiality
- Must treat each individual with dignity and respect
- Ability to set and observe appropriate personal limits and boundaries with clients with various mental health, substance abuse, and domestic violence issues
- 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

**Education, Experience, and Certification Requirements:**

- Bachelor's degree in Human Services or related field preferred
- Preferred minimum of three years' experience in property management, real estate, Case Management, related Human Services, or local Housing services
- 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
- Must have no criminal record: background and credit checks will be conducted.
- Experience in working with culturally diverse, chronically homeless and medically needy individuals is preferred
- Knowledge of economic, educational and social problems related to the homeless community and referral sources is desirable
- Must be sensitive to cultural differences within the agency and community

**Certificates, Licenses, Registrations, Diplomas**

- Valid California Driver's License, and a satisfactory driving record

**Computer Skills**

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

**Physical and Mental Characteristics**

- 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

**Hours of Work:**

40 hours per week M-F; with occasional weekend and evening hours as scheduled, or needed to meet needs of clients, tenants, and landlords/property managers.

**Salary:** Varies upon employee's experience and skill-set. Refer to offer letter.

**NOTE:** This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of HRC are expected to perform tasks as assigned by supervisor/ management personnel, regardless of job title or routine job duties.