



# Housing Support Specialist

**Department:**

**FLSA Status:** Non-Exempt

**Date Approved:**

**Positions Supervised:**

**Reports to:**

**Date Revised:**

## GENERAL PURPOSE OF JOB

The role of the Housing Support Specialist is to support program participants with their housing needs and other services that may be needed by clients to help attain and retain housing. Housing support includes a wide array of services intended to support homeless, housing insecure, or other vulnerable individuals gain permanent housing and support those individuals in maintaining housing. Housing assistance and counseling may be part of a HUD-funded program or part of a healthcare program, and client needs may be different based on their specific situations and/or diagnoses.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** The following statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required. Other duties may be assigned.

- Assistance with rental applications, financial planning and assistance, reducing rental barriers (ex. Payment of arrears, references for clients, getting legal documentation, etc), client advocacy, landlord relationship development, and ongoing support for clients once in housing, among other supports.
- Work closely with Care Managers from the insurance provider to triage which participants need assistance. This includes development of the initial intake/assessment, and development of a goals plan.
- Promote consumer choice and control of housing, and access to housing that is affordable and promotes community inclusion.
- Counseling and assistance in identifying and exploring different types of housing options, financial resources and determining affordability.
- Counseling and assistance identifying preferences of location, accessibility and modification needs, explaining the rights and responsibilities of a tenant with disabilities.
- Ability to provide on-going management and maintenance as needed.
- Ability to work with clients on development of life skills and other educational opportunities.
- Maintain client privacy.
- Maintain professional boundaries at all times.
- Ensure daily documentation is completed on time and with 100% accuracy.
- Ensure billing is entered correctly and timely.
- Participate in case conferencing meetings with other team members (both internal and external) as needed.
- Update HMIS as needed for clients – including program enrollments and disenrollments.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED) and 6 or more months related experience and/or training; or equivalent combination of education and experience.
- Proven proficiency with Microsoft Suite of products.
- Previous experience working with vulnerable populations and/or experience with rental assistance programs preferred.

## LANGUAGE SKILLS

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.



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- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

## MATHEMATICAL SKILLS

- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

## REASONING ABILITY

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.

## PHYSICAL DEMANDS

- Ability to stand 1/3 to 2/3 of the time.
- Ability to walk less than 1/3 of the time.
- Ability to sit 1/3 to 2/3 of the time.
- Ability to use hands greater than 2/3 of the time.
- Ability to reach with hands and arms less than 1/3 of the time.
- Ability to climb or balance less than 1/3 of the time.
- Ability to stoop, kneel, crouch or crawl less than 1/3 of the time.
- Ability to talk and hear greater than 2/3 of the time.
- Ability to push or pull up to 25 pounds less than 1/3 of the time.
- Ability to lift up to 25 pounds less than 1/3 of the time.
- Ability to use close vision (20 inches or less) greater than 2/3 of the time for computer work.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Noise level in the work environment is moderate.
- The normal work environment is an office environment.

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be occasionally required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Employer has a similar right.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

CEO Signature: \_\_\_\_\_

Date: \_\_\_\_\_