

JOB DESCRIPTION

Title: Housing Specialist

Department: Alpha Project Temporary Bridge Shelter

Reports to: Program Director/Program Manager

FLSA Status: Full-Time, Non-Exempt

JOB SUMMARY

The Housing Specialist works as part of a multi-disciplinary team to assist clients with housing document preparation, identifying permanent housing opportunities, developing and maintaining relationships with prospective landlords as well as connecting clients with appropriate supportive services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Case Management:

- Conducts comprehensive assessments of individuals and families to determine housing eligibility and placement services, financial assistance and resource needs.
- Provides information and referral assistance to appropriate social service agencies and/or community programs.
- Conducts client intakes and assessments for eligibility into a homelessness assistance programs
- Assesses and addresses housing barriers, including but not limited to assisting the client to acquire and submit necessary identification documentation, proof of homelessness, benefits statements, proof of identity, etc.
- Assists with the development, implementation and monitoring of individualized housing, financial and self-sufficiency plans for each client.
- Regularly meets with clients to review case progress and provide motivation for obtaining housing stability.
- Ensures the timely and accurate completion of all necessary documentation needed to obtain and maintain permanent housing.

Property Management:

- Procures, contacts and negotiates with landlords to identify new and existing housing opportunities to build a strong inventory of available housing options for clients.
- Negotiates leases on behalf of clients.
- Responds to contacts from clients and property owners.

- Provides mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and/or maintain permanent housing.
- Develops and provides materials for both clients and program staff to include; tenants' rights & responsibilities, housing discrimination and conflict resolution.

Data Management:

- Use of and maintains database of permanent housing information including vacancies, eligibility requirements, rents, waiting list lengths, locations, sizes, etc. for each property.
- Maintains case documentation, using HMIS in accordance with agency and best standard practices.

*Performs other duties as assigned

QUALIFICATIONS

Knowledge of:

- Understanding of Housing First, Trauma Informed Care, Conflict Resolution, Motivational Interviewing, Low Barrier Operations and Prevention and Diversion practices.
- Theory, principles and practices of homeless housing interventions, social services, case management, eviction prevention, shelter diversion, and crisis intervention.
- Understanding of the rental market in the City of San Diego.
- Knowledge of all applicable Federal, State and local laws, codes, regulations, and departmental policies and procedures.
- Principles and practices of data collection and report preparation.
- Modern office practices including word processing, database and spreadsheet applications.

Ability to:

- Maintain confidentiality of sensitive personal information of applicants, current and former clients, landlords and other matters affecting tenant relations.
- Perform specialized housing location and placement work with accuracy, speed and minimal supervising when appropriate and/or in consultation with a clients assigned housing provider
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.
- Effectively problem solve and maintain composure in high-pressure situations.
- Analyze, interpret, summarize and present administrative, technical and analytic data in an effective manner.
- Make accurate arithmetic, financial, and statistical computations.

Education and Experience:

Any combination of training and/or experience that would provide the required knowledge, skills and abilities necessary to fulfill the responsibilities and duties of the assigned employment classification.

- Bachelor's Degree from an accredited four-year college or university with major coursework in real-estate, planning, social work, business administration, public administration, or a related field, or
- Associates Degree with a focus on real-estate, planning, social work, business administration, public administration, or a related field and one (1) year of applicable job experience, or
- High school Diploma or GED and a minimum of a combined two (2) years of lived experience, at least one (1) year of applicable job experience.
- Possess mobility to work in an office setting and use stand office equipment
- Finger dexterity is needed to access, enter and retrieve data using computer keyboards and similar devices.
- Vision, hearing and speech to effectively communicate in person and over the phone.