

JOB CLASS DESCRIPTION

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Supportive Housing Specialist



Job Class: Supportive Housing Specialist	
Department: Operations	
Supervisor: Supportive Housing Director	
FLSA Status: Non-Exempt	Grade: 9
Revision Date: August, 2019	
Prepared by: Bi-County CAP, Inc.	

Job Summary:

This position is responsible to assist eligible clients with obtaining and maintaining adequate housing by providing supportive services in which needs are identified and services are designed to meet those needs.

Scope of Responsibility:

This position routinely exercises independent judgment, action and decision making in performing responsibilities.

Essential Duties and Responsibilities:

- 1 Manage services related to accessing and obtaining housing.
 - 1.1 Conducts intake interviews to determine needs;
 - 1.2 Orient clients to housing programs and referral options, support services, and housing options;
 - 1.3 Coordinate viewing of rental units between client and landlord;
 - 1.4 Assist clients in developing individualized housing stabilization plans;
 - 1.5 Serve as a liaison between landlord, tenant, service providers and the community related to housing needs;
 - 1.6 Advocate on behalf of clients;
 - 1.7 Educate landlords on homelessness issues and needs/challenges of those needing housing support;
 - 1.8 Identify barriers related to providing housing to persons with mental illness;
 - 1.9 Complete and submit required data entry and reports.
- 2 Provide individualized supportive services for clients.
 - 2.1 Assess and monitor client progress and barriers;
 - 2.2 Coach clients on budgeting, property care and housekeeping;
 - 2.3 Educate clients on housing rights and responsibilities;
 - 2.4 Assist clients in identifying life skills needed to sustain and support positive living choices.
- 3 Communicates courteously and professionally and maintains working relationships with others in carrying out job functions.
 - 3.1 Communicates with others in the agency to provide information relating to work assignments and progress of work or to convey information about conditions or work related needs;
 - 3.2 Frequently interacts with clients, vendors or other social service agency staff to exchange detailed and/or technical information;
 - 3.3 Attends and represents the program and agency in a responsible, professional manner at all meetings;
 - 3.4 Participates in staff meetings and various community/county advisory councils;

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- 3.5 Keeps immediate supervisor informed of all problems, unusual or extraordinary matters of significance coming to his/her attention so that prompt corrective action can be taken where appropriate;
 - 3.6 Adheres to agency's policies concerning data privacy.
- 4 Performs all job duties in compliance with safety guidelines and with an ongoing awareness of safety practices.
- 4.1 Knows and follows department and Bi-CAP rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;
 - 4.2 Knows Bi-CAP's AWAIR and Right to Know policies and procedures;
 - 4.3 When potentially unsafe conditions are observed makes efforts to avoid or correct them if they are controllable and draws them to the attention of the responsible supervisor or safety representative in a timely manner.
- 5 Performs other duties and activities as assigned.

Minimum Qualifications:

The job requires an Associate's degree in Social Work, Psychology, or closely related Human Service field. A Bachelor's degree and prior experience in a human service organization is preferred. A valid driver's license or other evidence of mobility is required.

Knowledge, skills and ability include:

- Knowledge of community resources and support systems;
- Knowledge of chemical abuse, criminality and parenting difficulties;
- Knowledge of issues encompassing homelessness, housing and tenant laws;
- Ability to communicate and work effectively with program participants, co-workers and others engaged in housing delivery programs;
- Ability to meet the requirements of the Department of Human Services background study.
- Ability to establish and maintain effective working relationships with others;
- Must be unbiased toward low-income families and other racial and ethnic groups, and must have an appreciation of cultural diversity and differing values.

Physical Demands & Working Conditions:

Most work is performed in an office environment. Position requires frequent sitting, occasional lifting, bending, twisting, kneeling and standing. The position also requires the ability to frequently lift 10 lbs and up to 50 lbs. on occasion. Occasional driving is required to attend meetings that may be located out of the service area and include an overnight stay. The job may involve dealing with and calming individuals who are emotionally charged over an issue.

Some requirements in this job description may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to modification to reasonably accommodate individuals with disabilities.

Requirements are representative of minimum levels of knowledge, skills, and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Executive Director retains the discretion to add duties or change the duties of this position at any time.