



Summary

Job Title

Housing Resource Specialist

Department

Program Staff

General Statement of Duties

Under the general direction of the Program Supervisor, the Housing Resource Specialist is skilled at providing Strengths Based Housing Resource Services to persons experiencing homelessness or at risk of homelessness and will assist with all aspects of compliance with contract and regulatory requirements. Has ability to implement complex requirements of the project. Provides effective service delivery that complies with contract and regulatory requirements and meets or exceeds project's targeted outcomes.

Classification Summary

Full-Time, Hourly-Non-Exempt

The principal function of an employee in this position is to perform a variety of direct service, technical and skilled tasks in accordance with the rules and regulation of agency, funding sources and agency mission and philosophy. The principal duties of the Housing Resource Specialist are performed in a general office environment and in the field and community.

Key Responsibilities

RESULTS

Housing Resource Specialist Role

50%

Provide comprehensive Strengths Based Housing Resource Specialist services as outlined in HRS guidebook/training;

Assess personal and family situations of homeless individuals and families to determine eligibility for programs and service needs;

Assist participants in locating and securing housing of their choice using proper calculations of income and rent per program guidelines;

- Provides training on the responsibilities of tenants and how to address potential issues with property owners;

Serve as an ongoing liaison between property managers and participants and neighbors as needed;

Ensures rental properties meet Housing Quality Standards and are appropriate for the program participants

Facilitate and coordinate supportive service activities for participants to promote achievement of goals and objectives, including development of a strength-based Housing Plan that promotes permanent housing and self-sufficiency for participants;

Maintains and makes recommendations for modification to practices, policies and procedures manuals in all area related to service delivery;

Provide counseling and advocacy to participants, provide support, reduce isolation, listen, problem solve, and identify resources to assist with reintegration of participants in the community;

Establish and maintain collaborative professional relationships, coordinate services with other agencies or workers providing services to the consumer;

Maintain client files per program guidelines and funding requirements; Collect and report program data, including but not limited to HMIS reporting and HUD/funding source required data;

Provides group events, training, coaching to consumers to support the goals of increased income and self-sufficiency, workforce and employment training;

Attend team meetings, staff meetings and training workshops;

Contribute to the team in service delivery outcome achievements.

Compliance

50%

Implement project guidelines and requirements to promote integration of project objectives and strategic goals into service delivery functions;

Carry out procedures in accordance with regulatory requirements and policy and procedural requirements;

Assist with Planning, implementing and evaluation consumer participation strategies;

Maintain professional relationships with all personnel, consumers, families, service providers and other stakeholders;

Responsible for monthly, quarterly and annual progress reports

Identify and communicate training and professional development needs;

Participate in professional development opportunities

Other duties as assigned

Total

100%

CORE VALUES

Respecting Human Dignity/Decision Making

7%

Demonstrates fairness and impartiality

Listens appropriately when customers describe their needs

Asks appropriate questions when determining customer needs

Meets consumers where they are recognizing their strengths and natural supports

Integrity and Honesty	7%
<ul style="list-style-type: none"> Exhibits good decision making skills Able to admit mistakes and learn from them Exhibits honesty and integrity 	
Specific Competency	7%
<ul style="list-style-type: none"> Sets and monitors goals in line with organizational objectives Provides customer service that meets customer needs Includes appropriate personnel and resources when making decisions Effectively establishes budgets / functions within budget constraints 	
Service and Confidentiality	7%
<ul style="list-style-type: none"> Makes appropriate resources available and makes them accessible Works cooperatively and maintains good relations with others Able to share valuable information about the community and our program and services Demonstrates ability to respect and maintain customer confidentiality 	
Accountability	6%
<ul style="list-style-type: none"> Honors commitments Able to admit mistakes and learn from them Accepts responsibility for actions Accepts responsibility for mistakes 	
Building on Strengths/Flexibility	6%
<ul style="list-style-type: none"> Adapts well to change Adapts behavior or work methods in response to new information or obstacles Skilled at negotiations to find mutually acceptable solutions Recognizes and utilizes the strengths of co-workers and consumers 	
Attention to Details	6%
<ul style="list-style-type: none"> Demonstrates accuracy and attention to details Completes assignments on-time and in alignment with specifications/directions Looks for ways to improve and promote quality 	
Interpersonal Skills	6%
<ul style="list-style-type: none"> Exhibits good listening skills Demonstrates fairness and impartiality Demonstrates a positive attitude Develops and maintains effective relationships with others 	
Proficiency	6%
<ul style="list-style-type: none"> Completes assignments on-time and in alignment with specifications/directions Uses appropriate procedures to complete assigned tasks Sets and monitors goals in line with organizational objectives 	
Creative Thinking/Initiative	6%
<ul style="list-style-type: none"> Thinks out of the box Looks for new solutions to old or recurring problems Proactively improves work processes and techniques Proactively shares ideas and suggestions Seeks opportunities for self development 	

Communication	6%
Communicates clearly (verbal and written)	
Responds to customer requests in a timely manner	
Seeks to clarify unclear or vague instructions	
Verbal communication is appropriate and acceptable	
Written communication is appropriate and acceptable	
Self-Management	6%
Requires minimal supervision	
Anticipates problems and addresses needs before crisis situations develop	
Follows through on commitments	
Considers long and short-term outcomes when making decisions	
Thinks in a strategic manner	
Uses sound logic when making decisions	
Demonstrates self confidence	
Stress Tolerance	6%
Shows poise in difficult situations	
Maintains personal control in trying situations	
Actions and reactions are calm and purposeful	
Team Work	6%
Works cooperatively and maintains good relations with others	
Works cooperatively in group/team environments	
Creates environment that allows people to be successful	
Works well in group problem solving situations	
Displays understanding of how their job impacts and relates to co-workers	
Planning and Evaluating	6%
Able to determine short and long term goals and strategies to achieve them	
Acquires appropriate information before making decisions	
Works to resolve problems before they increase in severity	
Maintains an appropriate level of organization	
Demonstrates effective use of time	
Demonstrates planning and resource deployment skills	
Vision/Mission	6%
Demonstrates a clear understanding of the company's mission statement and values	
Places organizational goals above personal and departmental objectives	
Total	100%

Requirements

Core Competancies

Read, comprehend, and apply laws, rules and regulations in determining eligibility and assistance

Produce required reports to federal, state and local government agencies and funding sources

Communicate effectively both orally and in writing

Maintain effective working relationships with customers, other employees, supervisory personnel and the public

Operate a personal computer and related software such as word processing, spreadsheets, etc;

Use logical and creative thought process to develop solutions according to written specifications and or oral instructions

Work with diverse populations, including persons who are homeless and may have criminal histories

Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret instructions furnished in written, oral, diagram or schedule form

Required Minimum Qualifications

Bachelor's degree in related field or 3 years of related experience

Valid Michigan Drivers license

Additional Qualifications Desired

Knowledge of:

Housing First strategies and philosophy

Chemical dependency, HIV/AIDS , mental illness and harm reduction strategies

Human behavior and family systems

HUD regulations, guidelines and procedures

Social and economic problems related to housing needs for those in lower income bracket

Available community resources, landlords, services

Modern office practices and procedures

Essential Physical Duties

Sufficient clarity of speech and hearing or other communication abilities, with or without reasonable accommodation, which permits the employee to communicate effectively, hear within the normal range of conversations, and carry on telephone communication;

Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials at arm's length or less (distinguish letters and numbers), to see in detail objects or printed material at greater than arms length and perform inspections of tenant housing;

Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment;

Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to bend or stoop, repeatedly, sit or stand for long periods of time, and lift at least 20 pounds and occasionally lift and or move up to 25 pounds.