

POSITION TITLE: Housing Specialist – CoC RRH
Hiring Range: \$18.00/hr. to \$24.00 /hr.

Classification: Full-Time
FLSA Status: Non-Exempt

SUPERVISED BY: Program Director

Location: Albuquerque, NM

JOB SUMMARY: The Housing Specialist plays a vital role in the implementation of the Continuum of Care (CoC) Rapid Rehousing (RRH) program, providing housing navigation and support services to Veterans, individuals, and families experiencing homelessness. Aligned with the Housing First approach, the Specialist works collaboratively with case managers to conduct comprehensive assessments, develop individualized Housing Stabilization Plans (HSPs), and support participants in securing and maintaining permanent housing. This position involves assisting clients in identifying and applying for housing of their choice, coordinating with landlords, housing authorities, and service providers to ensure timely placement, and supporting long-term housing stability. The Housing Specialist will also provide limited case management for individuals with complex barriers such as chronic homelessness, substance use, mental illness, or chronic physical conditions. Key responsibilities include maintaining an up-to-date housing inventory, building relationships with landlords and housing providers, and ensuring that all housing applications and documentation are submitted accurately and on time. The Specialist will also help clients understand lease agreements, ensure compliance with housing guidelines, and support transitions into permanent housing. This role requires strong interpersonal skills, knowledge of housing systems, and a commitment to client-centered, trauma-informed service delivery.

ESSENTIAL JOB FUNCTIONS:

- Conduct comprehensive housing assessments and collaborate with case managers to develop individualized Housing Stabilization Plans (IHSPs) that address barriers and support long-term housing stability.
- Assist participants in identifying and securing safe, affordable, and permanent housing, including completing rental applications, understanding lease agreements, and navigating landlord interactions.
- Coordinate with local housing authorities, VA HUD/VASH, and other subsidized housing programs to facilitate timely housing placements and ensure compliance with program requirements.
- Perform initial and ongoing Housing Quality Standards (HQS) inspections, working with landlords and tenants to meet habitability guidelines.
- Provide training to clients on tenant rights and responsibilities, home maintenance, and the landlord-tenant relationship to promote housing retention.
- Support participants in addressing housing barriers such as poor credit, legal issues, or lack of documentation, and advocate on their behalf with landlords to resolve conflicts and maintain housing.

- Cultivate and maintain a current inventory of housing providers, including eligibility criteria, unit types, and landlord contacts, to expand housing opportunities for program participants.
- Utilize evidence-based practices such as Motivational Interviewing, Trauma-Informed Care, and Harm Reduction in all aspects of service delivery.
- Accurately document all client interactions, eligibility, and service progress in the Homeless Management Information System (HMIS) and internal databases.
- Empower clients to advocate for themselves and connect them with supportive services including employment, behavioral health, and financial stability resources.
- Participate in regular team meetings, supervision, and training to ensure high-quality, coordinated service delivery.
- Perform other related duties as assigned to support the goals and compliance of the RRH program.

*Preference given to eligible Veterans and Immediate Veteran Family Members
NMVIC is an Equal Opportunity Employer*

Minimum Qualifications	Bachelor's Degree in or combination of education and experience to perform the duties of the position
	Two (2) or more years' experience helping high-barriers clients and the chronically homeless
	Exceptional knowledge of regional housing, supportive housing, HUD/VASH and other rental assistance programs
	<i>* Experience may be substituted in lieu of educational requirements</i>
Preferred Skills	Bachelor's degree in psychology, social work, or human services field. Bilingual a plus
	Four (4) or more years' experience working with at-risk and low-income families
	Four (4) or more years providing case management support to high-barrier clients using the Housing First model
KNOWLEDGE, SKILLS & ABILITIES	
Client-Focused	<ul style="list-style-type: none"> •Develop trusting and working relationship with each Veteran, individual and family that is nonjudgmental and empathizes with their unique situation and barriers • Respect the needs of those in poverty and the difficulties in reaching out for assistance
Judgment and Decision Making	<ul style="list-style-type: none"> •Design, implement, and evaluate an annual landlord recruitment and retention plan to increase client placement success •Maintain empathetic role to empower clients and to intervene appropriately to meet service goals and objectives •Ability to set work priorities, evaluate and create solutions to work related problems
Communication	<ul style="list-style-type: none"> •Conduct regular communication with tenants, landlords and community partners to ensure good working relationships and customer service •Ability to communicate appropriately and work collaboratively with all levels of management and staff
Technical Skills	<ul style="list-style-type: none"> •Apply knowledge of residential lease agreements to educate clients of their tenant rights and responsibilities •Document client contacts, maintain records and collect data as mandated by program procedure and organizational standards •Design, implement, and evaluate a program of life skills and client support workshops and one-on-one mentoring trainings to ensure long-term tenancy success
Teamwork	<ul style="list-style-type: none"> •Work as part of an interdisciplinary team to address quality of client care and examine issues that may affect the clients' ability to obtain and secure stable housing options •Exhibit enthusiasm, courtesy, adaptability, flexibility and spirit of cooperation in the work environment
PHYSICAL REQUIREMENTS	
Constant	Communicate with staff, clients, landlords and community partners professionally
Frequent	Evaluate client's situation and effectively determine housing needs
Frequent	Address crisis or trauma and de-escalate situations as they present themselves
Occasional	Travel over 24 hours and drive safely while recognizing hazards
ADDITIONAL REQUIREMENTS	<ul style="list-style-type: none"> •Valid US Driver License, Proof of Current Insurance, Use of Reliable POV • Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years
	<i>*Criminal History does not automatically exclude applicant from potential hiring</i>
WORKING CONDITIONS	Indoor: 80% - Office environment Outdoor: 20% - All weather conditions & temperatures