

POSITION TITLE: Housing Specialist
Hiring Range: \$16.00/hr to \$20.75 /hr

Classification: Full-Time
FLSA Status: Non-Exempt

SUPERVISED BY: Lead Case Manager

Location: Albuquerque, NM

JOB SUMMARY: The Housing Specialist assess the needs of Veterans and families regarding housing and family stability to develop objectives and action steps for obtaining permanent housing options. In conjunction with the assigned case manager, you will complete comprehensive assessments of all households assisted and develop a service plan to address the supports needed to achieve housing stability and self-sufficiency. You will assist participants in locating and securing housing of their choice. The Specialist will provide limited case management responsibilities for individuals experiencing chronic homelessness due to factors including substance abuse, mental illness, and/or chronic physical illness. They will assist Veterans in the housing application process and work with providers to ensure applications and supporting documentation are submitted timely. You will coordinate with providers to ensure clients are transitioned to housing placement effectively and complying with applicable lease guidelines. The Housing Specialist will collaborate with leasing agents, voucher program staff and other housing providers to develop a housing inventory of providers willing to assist Veterans and families in finding rent- reasonable housing options. They will build relationships with these providers to expand available housing resources and implement a process necessary to assist Veterans with securing and maintaining housing and related services that will accommodate clients with multiple barriers to self-sufficiency. The Specialist will maintain an up to date housing directory of providers and locations that enables all program staff to help locate adequate housing stock.

ESSENTIAL JOB FUNCTIONS:

- Collaborate with all involved agencies and organizations to facilitate the processing of housing applications including local housing authorities, VA HUD/VASH, and other subsidized housing options
- Conduct training with clients on tenant rights and responsibilities, home maintenance and upkeep and the landlord / tenant relationship
- Help clients in identifying any negative credit history that may impact their apartment search or issues with brokers and landlords
- Perform initial and monthly Housing Quality Standard (HQS) inspections and work with landlords and customers to meet guidelines for habitability
- Maintain updated list of landlords including housing types, eligibility, POC's and limits of exceptions for barriers to housing placement
- Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing
- Utilizes evidenced-based practices in providing effective case management, as well as other best practices that enable the team to work effectively and meet positive outcomes
- Complete all required documentation, including but not limited to progress reports, client eligibility, enrollment, tracking and related documentation
- Empowers and demonstrates for families how to advocate for themselves to improve self-sufficiency and connects them to other resources to further financial stability
- Enter client data into the Homeless Management Information System (HMIS)
- Performs other related duties as assigned

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 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 clients 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