



JOB DESCRIPTION

POSITION: Housing Specialist	
SUPERVISOR: Housing Specialist Supervisor	STATUS: Full time, non-exempt
WORK SITE: Worcester shelter sites	SCHEDULE: M-F 8:30a-4:30p (flexible)

BASIC FUNCTION:

Provide sheltered families with: advocacy, education and service referrals upon completion of a housing barrier/needs assessment and the required EOHLC intake documentation, within the scope of (re)housing services. Search for safe and appropriate housing units by developing connections with housing agencies and owners/property managers. Assist families in completing all funding documentation, and create and maintain a file upon location of a viable unit. Work with case management and stabilization to help ensure a continuum of support while in shelter. Work with stabilization support team to transition the family for ongoing support beyond their transition from shelter.

Diversity is a core value at CMHA. We are passionate about building and sustaining an inclusive and equitable environment for all staff, vendors and people served. The Housing Specialist will exhibit this value.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Complete appropriate intake and assessment(s) for each family referred to CMHA Shelter Program, identifying issues pertaining to current housing and barriers to accessing and maintaining permanent housing, that are assigned to you.
2. Assist families in their housing search efforts weekly, inclusive of ongoing recruitment of property owners/managers for safe and viable housing options.
3. Complete all required documentation regularly utilizing the web portal to database, capturing rapid re-housing efforts toward family's and EOHLC's placement goals.
4. Provide referral to appropriate program staff and community resources that will support families in accessing or maintaining housing.
5. Upon obtaining viable housing options, provide completed files for funding within HomeBase or other programming requirements.

6. Engage with families appropriately to foster confidence and promote healthy behaviors and decision making, conducive to maintaining permanent housing.
7. Work with case manager to communicate needs/issues of shared assigned families to help re-housing plans progress.
8. Notify Director(s) and proper authorities of any violence or threat to the health and safety of families in program or the neighbors of the facility(s).
9. Participate in all on and off-site team meetings and case conferences with involved supportive services and program staff.
10. Set an example for program families of: responsibility, professionalism, self-respect and healthy boundaries.
11. Perform other duties as assigned by supervisor.

Please note that this job description may not be a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job and may be updated from time to time.

QUALIFICATIONS:

- Three years' experience working in Human Services, preferably in areas of homelessness and housing preferred.
- Bilingual Spanish/Portuguese/Haitian-Creole strongly urged to apply.
- Ability to work within a team.
- Assertive communication skills- Ability to negotiate with landlords and Host Families on behalf of families served.
- A demonstrated ability to motivate, support, empower and advocate without judgment in working with families served.
- Ability to work professionally and effectively with community partners.
- Ability to develop and learn new skills.
- Demonstrated computer skills and literacy.
- CPR and First Aid Certification or willingness to certify.
- Possess a valid Driver's License and reliable vehicle.

Physical Requirements or Essential Abilities:

- A demonstrated ability to transport clients,
- Ability to drive around the City/County of Worcester in search of viable apartments and navigate multi-level properties with stairs.
- The expectation of cross training to understand the approach of each position within the team will be conducted with each staff.

All interested candidates, please forward resume and cover letter to Alfee West, Assistant Director of Housing Services at awest@cmhaonline.org