



## Position Description

<b>Position Title:</b>	Housing Resource Specialist
<b>Department:</b>	Housing and Family Services
<b>Reports To:</b>	Housing Relocation and Stabilization Services Manager
<b>FLSA Status:</b>	Exempt/Full-Time
<b>Compensation:</b>	\$40,000-\$55,000

### SUMMARY

We are seeking a highly motivated and compassionate individual to join our team as a Housing Resource Specialist with a primary focus on providing Housing Stabilization Services. The staff member in this position will play a pivotal role in assisting individuals and families experiencing homelessness to quickly secure stable and permanent housing solutions. The ideal candidate will have experience providing housing-related services to households from diverse backgrounds in a professional setting and will possess a passion for ICCF's Mission: Equitable Opportunity, Affordable Homes, and Thriving Neighborhoods. They will be passionate about empowering individuals and families with the knowledge and skills necessary to achieve their goals.

Job functions include team collaboration, case management provision, record keeping, data tracking, rapport building, and more.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- **Case Management:** Collaborate with clients to create personalized action plans that outline the steps needed to achieve their housing goals, addressing any barriers or challenges they may face. Monitor client progress and provide ongoing support.
- Conducts needs assessment by previewing client financial information, housing history, and service needs to determine a range of solutions for the client to consider in forming his/her/their housing search strategy.
- Assist low- and moderate-income households in housing search.
- Establishes, updates, maintains and communicates a list of available housing opportunities.
- **Resource Identification and Coordination:** Research and maintain up-to-date knowledge of available housing resources and programs.
- **Networking:** Collaborate with landlords, property managers, and housing agencies to secure housing options for clients.
- Negotiates with landlords, obtains utilities and makes moving arrangements when needed.
- **Documentation and Record-Keeping:** Maintain accurate and up-to-date client records, documenting one on one sessions, progress, and outcomes in compliance with funder and agency guidelines.
- Enters information into the Homeless Management Information System (HMIS) database and Virtual Case Management System (VCM).
- Maintains neat and accurate client records while keeping statistical information regarding who and how people have been served, etc.

- Becomes familiar with current housing market information, housing trends and available resources.
- Confidentiality: Maintain confidentiality of sensitive information, whether verbal or written.
- Compliance and Reporting: Ensure adherence to program standards, regulations, and reporting requirements, while also meeting agency-specific goals, reports, and metrics.
- Professional Development: Stay current with changes in housing laws, rental practices, and Fair Housing guidelines through ongoing training and professional development opportunities.
- Collaborative Team Player: Work closely with other team members to provide comprehensive support and ensure a seamless client experience throughout the homeownership process. Attend and actively participate in required team, department, and all staff meetings.
- Other duties as assigned.

**SUCCESSFUL CANDIDATES WILL POSSESS:**

This position will work one-on-one with clients requiring housing relocation and housing stabilization services. The Housing Resource Specialist will also perform community outreach to landlords, housing developers and other service providers to build strong relationships and identify new and existing opportunities to better assist clients in accessing resources, employment, supportive services, and housing opportunities.

**SUPERVISORY RESPONSIBILITIES**

None

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Bachelor's degree (B. A.) from four-year college or university; Business Administration, Social Work, Psychology, Sociology, Counseling from an accredited college or university is preferred.

Minimum 6 months of experience in providing housing-related services to households from diverse backgrounds; or, one to two years related experience and/or training; or, equivalent combination of education and experience, preferred.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and

procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Michigan Driver's License and acceptable driving record.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**To apply, please send a cover letter and resume to [hr@iccf.org](mailto:hr@iccf.org).  
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