



## Job Description

<b>Job Title:</b>	Housing Support Specialist (Full Time)
<b>Department:</b>	Family Haven/Housing Stability Services/Housing and Family Services
<b>Reports To:</b>	Housing Stability Services Program Manager
<b>FLSA Status:</b>	Exempt
<b>Prepared Date:</b>	September 2024
<b>Hours:</b>	40 hours per week, candidates are expected to work evenings and weekends as needed. This position's hours are as follows: Monday 8:30am to 5:30pm Tuesday-Friday 10am to 7pm With alternating rotating weekend hours on Saturdays: 10am to 6pm (Friday off when assigned to work Saturday) On call weekend cell phone hours

### SUMMARY

The Housing Support Specialist skillfully provides strengths-based support to persons experiencing housing instability and assists with all aspects of compliance with the contract, and regulatory requirements targeted outcomes. The Housing Support Specialist implements complex requirements of the grant projects and provides efficient service delivery that complies with contract and regulatory requirements and meets or exceeds project's targeted outcomes.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### One on One resident support for shelter and transitional housing participants

- Collaborate with ICCF and agency partners to ensure 100% occupancy at the emergency shelter and promotes residents' success in finding and maintaining permanent housing through advocating, referring, and providing social support.
- Assists clients in the development and implementation of resident Housing Plan within seven days of shelter or transitional housing entry.
- Confirm eligibility of services provided and provide documentation of referrals from Kent County's coordinated entry system.
- Conducts weekly reviews and updates the resident plan as appropriate.
- Assist in acquiring transportation to view apartments, houses, appointments, etc.
- Performs the required documentation in a resident log.
- Enters client data in Virtual Case manager database and Homeless Management Information System as appropriate.
- Conducts follow up phone contact with landlords and residents to monitor progress and address concerns as appropriate.
- Provides weekly rental listings to participants.
- Facilitates networking of clients into available community resources. Increase coordination of other MDHHS resources that support housing stability; Medicaid, food assistance, children's

services, behavioral health, developmental disabilities, VA, SOAR, TANF, financial assistance, employment and training services.

- Ensure that a client's basic needs are met (food, housing, clothing) prior to focusing on other needs (recovery, employment, education) based on the client's situation.

#### Establish effective shelter operations

- Interprets and enforces established rules and regulations for Family Haven.
- Implements emergency response procedures and notifications in case of resident injury or other circumstance.
- Ensures proper sign in of all residents at the end of day.
- Maintains an adequate supply of first aid supplies.
- Provides hot food meals on a weekly basis and coordinates food pantry resources alongside manager.
- Plans and coordinates after school activities for children staying in the shelter.
- Provide low barrier services and housing to aim to have as few barriers as possible to allow more people access to services. Ensure to follow the Housing First model.
- Limit shelter stays to the shortest time necessary to help participants regain permanent housing.
- Coordinate with ICCF Community Homes volunteer coordinator regarding volunteer projects and needs as they arise.
- Manage access to food needs during a residents stay.
- Submit maintenance requests during unit turns and ensure the facility is ready for next family move-in.
- Other duties as assigned

#### **SUCCESSFUL CANDIDATES WILL POSSESS:**

- Experience working with families, homelessness, mental health, and/or substance abuse that reflects an understanding of the causes of homelessness is strongly preferred.
- Passion for and commitment to achieving justice and equity in housing.
- Working knowledge of the strengths-based, client-centered approach.
- A high degree of initiative, independence and tenacity; able to identify and prioritize actions towards a goal.
- Effective communication skills – verbal, written, presentation– with audiences diverse in age, race, etc.
- Racial and cultural competence - an understanding of the role of race, culture, class and power and the willingness to disrupt patterns of inequity inherent in systems and institutions.
- Ability to build relationships quickly and authentically.
- Willingness to collectively and personally work to close persistent opportunity gaps based on race, class, culture and power.
- A sense of optimism and an assets-based way of viewing people and situations.
- An orientation towards problem-solving– experience identifying root causes and developing results-oriented solutions
- Collective Responsibility – strong commitment to team with colleagues and partners by holding responsibility for successes and growth opportunities

- Demonstrated experience working in collaboration with others to effect change

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **WORKWEEK REQUIREMENTS**

40 hours per week, candidates are expected to work evenings and weekends as needed.

This position's hours are as follows:

Monday 8:30am to 5:30pm

Tuesday-Friday 10am to 7pm

With alternating rotating weekend hours on Saturdays: 10am to 6pm

(Friday off when scheduled to work Saturday)

On call weekend cell phone hours

### **CERTIFICATION REQUIREMENTS**

CPR and First aid certificate

### **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 ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and EXPERIENCE**

Four-year College or university program certificate/degree; or 1-2 years related experience and training; or equivalent combination of education and experience. Bachelor's degree in social work, human services, or related field preferred.

### **LANGUAGE SKILLS**

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

### **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### **INTERPERSONAL SKILLS**

Ability to solve interpersonal conflicts, interact with adults of all ages and interact with diverse groups of people.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Michigan Driver's License and acceptable driving record.

SOAR, training will be provided

CPR, training can be provided

**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 sit and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to use hands to finger, handle, or feel. The employee must frequently lift and move up to 10 pounds and occasionally lift and move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, 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 vital functions.

Case managers are expected to adjust their schedules to accommodate family case management and be able to work on evenings and weekends as needed.

Must be available to participate in after hours on-call rotation, as well as be on call during inclement weather.

The noise level in the work environment is usually moderate.

**COMPENSATION**

Compensation commensurate with experience.

We offer a benefits package that includes medical/dental/vision insurance, accrued paid leave time as well as a retirement plan.

*ICCF Community Homes is committed to equal employment opportunity in its hiring and employment practices and policies for all staff members and applicants for employment without regard to race, color, gender, sexual orientation, national origin, age, physical ability, marital status, veteran status, or other protected status.*

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