



Job Description

Job Title: Rental Housing Resource Specialist
FLSA Status: Exempt
Reports To: Housing Resource Manager
EEO1 Class: Service Worker
Supervises: None

Overview: Beyond Housing exists because home matters. We begin with actual houses and housing preservation, focusing on quality and stability to give people a place to start. But there is more to a home than the house ~ home is about the life that happens in and around the house, as well as the life that fuels and draws out the best of the people within it. That life, in turn, is shaped by the community, its influences, its structures, and the people and dynamics that define it.

Beyond Housing helps entire communities become better places to live. We engage where we're needed, focusing on building consensus among leaders, providing and preserving housing, fostering community structures that shape lives, and guiding systems that make people's lives better.

We lead with vision for what a community can be ~ every community is different, but thriving communities tend to share the same basic set of positive traits regarding housing, safety, education, health, infrastructure, and access to basic human services.

We bring together leaders and resources, volunteers and citizens, and pursue a wide assortment of creative approaches to build stronger, healthier communities for life.

Finally, we are community builders, not kingdom builders. "It's their neighborhood, future, & dreams". Our objective is to help build, and contribute the good things we do for the sake of adding value to the lives of the people we're honored to serve.

Position: The Rental Housing Resource Specialist is essential to the effective and efficient relationship development of working collaboratively with our rental housing clients. This job is responsible for creating relationships and building trust with rental tenants by providing them support and referral to outside resources and services as needed.

Responsibilities include, but are not limited to:

- Provides the highest degree of customer service when working with residents and other external service providers.
- Must be very knowledgeable about community resources and partnerships to utilize as referral sources.
- Must be able to create and foster relationships with rental tenants, building trust and confidence.
- Responsible for visiting rental tenant's homes and performing a needs analysis for external resources: referrals to financial literacy service providers, educational needs, health needs, job readiness and assistance finding employment, etc. to create a culture of success.
- Follow up as needed, to monitor the rental housing family's needs and/or to determine the quality of the services that were provided.
- Must be a team player.
- Flexibility to include some evening and weekend hours as needed (roughly one time per month).
- Other duties as assigned.

Personal Qualities:

- Collaborative -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- Creative and Curious -- A systems-thinker and builder, who is not afraid to be innovative in designing solutions and has skills in articulating these ideas and concepts.
- Methodical -- Strong analytical, systems, and problem solving skills to evaluate performance, prepare reports, and recommend/implement solutions using independent judgment. Ability to move from concepts to action through strong program design and evaluation.
- Reliable -- Leadership skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects and timelines. Excellent oral and written communications skills.
- Trusted -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions oriented attitude. Shares a deep respect for the community, its stakeholders and the residents that we serve.
- Driven -- Passion for the work and an interest in continuous learning and improvement.

Preferred Experience and Qualifications:

- High School Diploma or GED required. B.S.W. or M.S.W. preferred.
- Valid driver's license and reliable transportation.
- Excellent verbal and written communication skills.
- Computer literacy including MS Word, Excel, PowerPoint and Outlook.
- Ability to coordinate external providers of services and to cultivate new providers.
- Able to compose correspondence that is grammatically correct with accurate spelling and punctuation.
- Ability to perform multiple tasks requiring considerable exercise of independent judgment.
- Excellent verbal, written, and interpersonal skills.
- Ability to work independently and as productive team member.
- Ability to identify internal weaknesses, identify solutions, and to adapt procedures and protocols to create more efficient systems and more effective resident outcomes.

Supervisor:

- Housing Resource Manager

Salary and Benefits:

- Full-time hourly position with benefits for full-time position as determined in current Beyond Housing Employee Handbook

Application Instructions:

Please send resume/cover letter by email to HR@beyondhousing.org by October 20, 2017.

For more information on Beyond Housing, visit www.beyondhousing.org

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.

Beyond Housing believes that each individual is unique and we are committed to respecting the diversity of all individuals. We strive to move beyond simple tolerance, embracing and celebrating the differences contained within each of us, making us stronger as whole.