



## **Housing Stability Specialist**

### Job Description

**Position:** The Housing Stability Specialist (HSS) will work within the Housing Resource Coordination (HRC) department providing specialized eviction prevention services to Rental Housing clients. These services include referrals to local rent and utility assistance agencies, as well as crisis interventions and budget counseling. **This is a grant funded position with an expected duration of 12 months, although may be longer depending on the pilot program success.**

#### **Responsibilities include, but are not limited to:**

- Conducts a 3-part comprehensive individual one-on-one advising session reviewing client's personal hardships, finances, and self-identified goals.
  - Level 1: complete intake, authorization form, disclosure statement, privacy policy, triage client's situation, develop a budget, and develop a written action plan. Identify if client is in a crisis situation.
  - Level 2: provide HUD approved counseling, engage in budget verification, and monitor action plan.
  - Level 3: follow up with client to assure progression towards housing goals, modify or terminate housing stability counseling, and report outcomes.
- Maintains schedule of appointments for counseling sessions including client follow up and contact to ensure client is working toward his/her identified housing goals.
- Maintains and updates customer records both during and after each counseling session including client tracking database and individual files.
- Ensures that quality control measures are followed, and that client satisfaction is a priority of the counseling program.
- Must be very knowledgeable about community resources and partnerships to utilize as referral sources.
- Must be able to create and foster relationships with rental clients, building trust and confidence.
- Follow up as needed, to monitor client's needs and/or to determine the quality of the services that were provided.
- 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.
- HUD certified counselor preferred, or become certified within 30 days of employment.

- Computer literacy including MS Word, Excel, PowerPoint and Outlook. Apricot or Salesforce database experience preferred.
- 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:**

- Salary Range - \$38,000.00 - \$42,000.00
- 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, and salary expectations in MS Word format to**

**[HR@beyondhousing.org](mailto:HR@beyondhousing.org)** For more information on Beyond Housing, visit [www.beyondhousing.org](http://www.beyondhousing.org)

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***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.***

**ADA** – Beyond Housing is committed to furthering the purpose of the American with Disabilities Act (ADA). The company is always willing to consider reasonable accommodations, which may allow a disabled person to perform this or any other job. The **Summary of Physical Requirements** is a list of what we believe at this point to be necessary in order to perform the essential functions of the job.

**Diversity & Inclusion Statement** At Beyond Housing, we are committed to promoting **Diversity, Inclusion, and Equity** throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

Our vision is to go beyond simple tolerance and fully embrace the things that make each person unique. We recognize that our employees' differences support our ability to advance equity for the communities we serve. Further, we understand that equity is critical to the fulfillment of our mission to help entire communities become better places to live.