



Rental Housing Resource Specialist Job Posting

Position Summary: 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.

Core Competencies:

- 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.

Experience and Qualifications:

- Bachelors and 2+ years' experience in social services/case management/other related positions or 5 year's relative experience.
- 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:
Rental Housing Manager

Supervises:
None

Salary and Benefits:
Full-time salaried position with benefits for full-time position as determined in current Beyond Housing Employee Handbook

Application Instructions:
Please send a resume and cover letter to Human Resources at hr@beyondhousing.org by **November 30, 2019**. For more information on Beyond Housing, visit www.beyondhousing.org.

Physical Demands (Percent of time applicable during a workday)

Description	%	Description	%
Climate Controlled Environment	95%	Taste	
Non-climate controlled environment	10%	Smell	10%
Inside Building/structure	95%	Stooping	10%
Outside of building/structure	20%	Kneel	10%
Sitting	80%	Crouch	10%
Standing	20%	Crawl	5%
Stationary	30%	Climb	5%
Walking	15%	Lift (lbs. /frequency %)	75 lbs./5%
Reaching Overhead	10%	Carry (lbs. /frequency %)	75lbs./5%
Reaching Other	60%	Bending	10%
Talk	90%	Driving	25%
Hear	95%	Use hands/fingers to handle or feel	98%
See	100%	Eye/Hand Coordination (%)	100%
Other:			

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.