

EMPLOYMENT CONNECTION (EC)
Job Description
HOUSING SPECIALIST (SHP/COC)

DUTIES AND RESPONSIBILITIES

This is a journey-level professional classification at Employment Connection (EC). Incumbents perform a variety of moderately complex duties in Supportive Housing (SHP), Continuum of Care (COC), and other housing programs at EC. Incumbents may be assigned at EC's main office or off-site with the responsibility to schedule client visits to meet the needs of the clients while fulfilling contractual obligations to EC partners. Incumbents are expected to be available for client communication via EC-supplied cell phone during both normal hours of operation and nights, weekends, and holidays as needed.

The incumbent performs case management to evaluate program participants' assets and liabilities in order to deliver individualized services to meet client needs and refer them to appropriate housing opportunities. Through counseling, aids clients in formulating and updating an Individual Development Plan which includes planning a path to permanent housing stability. Maintains regular contact with program participants to monitor and evaluate progress and maintains client progress notes. Refers special cases to appropriate staff or other providers for assistance on courses of action. May assist clients in applying to educational institutions and for financial assistance. Refers clients to other social service agencies or institutions for supportive services, when appropriate. May conduct group sessions for clients, including communication skills, appearance, job readiness, job search and survival skills, one to two evenings a month.

The incumbent provide housing search and counseling services to assist program participants with locating, obtaining, and retaining suitable housing. Develops and maintains effective liaisons with funding agencies, housing developers, and landlords. Mediates with property owners and landlords on behalf of program participants. Assists program participants with understanding leases, securing utilities, and making moving arrangements. Provides credit counseling including accessing a free credit report and resolving personal credit issues.

Participates in staff, unit, and inter-unit meetings, including case review sessions. **Operates computer and associated peripherals; enters data/information and generates reports. Checks output for accuracy/results.** Performs other related duties as assigned.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Plans, organizes, assigns, and directs the work of the supported housing services, including setting work goals and ensures the consistent application of technical policies, procedures, and guidelines, specifically:

First Phase- Housing Services:

Pre-Housing Stabilization Goals

- Aids participants in formulating an Individual Self-Sufficiency Plan (ISSP).
- Participant's eligibility will be confirmed.
- Make arrangements for proper assessments for identifying barriers to living independently and self-sufficiently.
- Develop and implement appropriate plans to address the barriers.
- Plans for furnishings will be reviewed to ensure all the basic needs for daily living will be met.
- Meet with participants three (3) times weekly at a minimum and additionally as necessary.

Immediate Phase:

Initial Housing Period

- Assist the participants in tracking and paying monthly obligations and setting up new banking accounts.
- Assuring the participants are developing and accessing social supports.
- Continually assessing for changing needs.

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- Meet with participants one (1) to two (2) times weekly or as needed.

Independent Living Established

- ISSP is continually reviewed at each meeting.
- Participants may be ready to develop skills or vocational rehabilitation services.
- Meet weekly with participants.

Long-Term Self-Sufficiency

- Employment readiness training and job placement services will be provided to those participants capable of securing full-time jobs.
- Meet two (2) times monthly.

Independent Living Achieved

- Develop appropriate plans for exit from programs.
- Remain available as a resource as participants transition.
- Contact will be maintained for a minimum of one month.

May confer with and counsel staff to exchange information and/or explain work policies, procedures and guidelines; and identify work-related problems, problem characteristics, impact and formulate possible solutions.

May review and compare work performance and/or products of staff with established standards to determine employee production levels, training needs and to determine for recommendation to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations, and grievance dispositions.

May train staff in the work principles, policies and or procedures to maintain and/or improve the production levels of employees in accordance with established work performance standards.

Reviews client service plans for appropriate referral and enrollment. Reviews client enrollment activity, eligibility assessment, terminations, and job placement information. Reviews monthly reimbursement report.

Monitors client data printouts to determine data entry accuracy and initiate corrective action.

Conducts recruitment orientations and presentations. Provides information to contract vendors and the public.

Manages a caseload. Shall make employer and client home visits as assigned.

Intervenes and resolves client disputes with landlords.

Completes enrollment reports for all activities.

May serve as spokesperson for Unit in matters of program activities.

May develop and maintain effective liaison with partner agencies, referral agencies, funders, educational institutions, and social service or other agencies and community groups providing supportive services.

May ensure that inter-unit activities are coordinated and of high quality, including the following:

- A. Disseminating information.
- B. Assigning clients to staff.
- C. Assigning back-up staff to assure the quality of service to clients.
- D. Making appropriate decisions with regard to clients and staff.
- E. Ensuring unit is in compliance with funding and other contracts.
- F. May provide leadership in defining, maintaining and articulating the goals and objectives of the unit.
- G. May work closely with other non-unit staff to provide unit leadership in defining and articulating program difficulties, developing constructive solutions, and implementing acceptable solutions.

POSITION CLASSIFICATION

A highly responsible, full-time, non-exempt position. EC reserves the right to consider individual circumstances. Employment may be subject to St. Louis County or City approval or similar SHP and HPRP partners.

SUPERVISORY RELATIONSHIP

Under the direction of assigned Manager, Housing Services; Senior Manager; or Chief Program Officer. Under the general direction of the Chief Operating Officer. While workers require some supervision in most assignments, they are free to

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develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks. Supervises: None.

KNOWLEDGE, SKILLS, AND ABILITIES:

Experience in assisting low-income persons in accessing services from both community and government sources. Knowledgeable in assisting persons with disabilities, including substance abuse. Ability to skillfully interview and assess employability and trainability of clients. Knowledge of the skills required for a variety of occupations, labor market opportunities and trends, and working knowledge of training programs in the community. Ability to stimulate interest in the EC programs and to develop and maintain effective working relations with others, work independently using good judgment, and effectively handle a number of varied and priority assignments. Knowledgeable of SHP/EC policy, procedures, and reporting systems. Ability to follow oral and written directions and to understand and apply confidentiality regulations. Able to write reports and compile statistics, gather information and complete forms accurately. Ability to effectively screen clients for appropriate service routing.

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to provide professional level counseling in semi-specialized areas, such as training and employment placement and job skills development.

Equipment, Machinery, Tools, and Materials Use:

Requires the ability to operate a variety of office equipment such as computer terminal, typewriter, telephone, fax machine, calculator/adding machine, computer printer and photocopier. **Ability to type data/information accurately into a computerized interactive terminal.**

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as program forms, time sheets, assessment reports, placement verification, vendor reports, individual plans, case notes, resumes, financial aid forms, directories, training manuals, school catalogs, career guides, program regulations, statutes, procedures, guidelines and non-routine correspondence and interpret such data to clients and co-workers.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication, and division; calculate percentages, decimals and fractions.

Functional Reasoning:

Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Work is normally performed in an office environment under generally safe and comfortable conditions where exposure to irate individuals poses a very limited risk of injury. Client home visits will necessitate travel away from the office.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some occasional lifting, carrying, pushing and pulling of objects. Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

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Requires the ability to recognize and identify similarities or differences between characteristics of odors to assess client hygiene. Requires the ability to distinguish objects clearly at close range. Requires the ability to sustain prolonged visual concentration.

PERSONAL QUALITIES REQUIRED

Attentive to detail, energetic, assertive, a self-starter and well disposed toward the client population and philosophy of EC. Capable of persuasively communicating the effectiveness of the EC program to a variety of audiences, particularly prospective housing providers. Ability to establish and maintain good public relations, maintain concentration in a diverse setting, and demonstrate a demeanor that inspires confidence and esteem.

PRIOR EXPERIENCE REQUIRED

Professional experience in client management preferred. Significant experience in an industrial employment area, job placement or high-level contact with employers and/or personnel managers. Experience in working with minorities and disadvantaged workers desirable.

EDUCATIONAL REQUIREMENTS

BS/BA in Behavioral Science or closely related fields from a nationally accredited college or university. May be waived with substantial work toward a degree in the above fields or sufficient specialized related training or experience.

TRAVEL

Local. Use of personal automobile and liability insurance required.

BI-WEEKLY SALARY RANGE

\$969 - \$1,890

HOURS PER WEEK

Maximum forty (40) hours - NON-EXEMPT. Must be willing to maintain flexibility and adaptability in schedule to meet SHP/COC/HPRP/SSVF/EC demands.

The Employment Connection is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Employment Connection will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the agency.

Signed: _____
Employee

Date of Signature: _____