



Job Description for: Housing Support Specialist

JOB TITLE: EMPLOYMENT STATUS: FLSA STATUS: DATE: APPROVED BY:	Housing Support Specialist Full Time Non-Exempt September 20, 2021 Sonya Thesing, Executive Director
SUMMARY:	Responsible for coordinating the day-to-day operations of the housing program as it relates to clients and apartments, including transitions into and out of these units. Ensures that clients have access to items needed for daily living and that units are maintained in a healthy and safe manner.
REPORTS TO:	Housing Program Manager
DEPARTMENT:	Housing
SUPERVISES:	N/A
CRITICAL SUCCESS FACTORS (COMPETENCIES) (What knowledge, skills and abilities are needed for success in this position?)	<ul style="list-style-type: none"> • Highly organized. • Ability to work autonomously and identify/communicate issues to manager and team members. • Positive approach with people both internal and external to the agency. • Creatively problem solve with clients and families.
MAJOR RESPONSIBILITIES / ACTIVITIES	<ol style="list-style-type: none"> 1. Coordinates apartment moves (both in and out). Works with property managers, movers, cleaning companies, furniture delivery companies, youth and team to streamline all moves and ensure that clients are moving into safe living spaces. 2. Conducts orientations and participates in client reviews to ensure organized program entry and regular evaluation of client progress. 3. Coordinates community partner (KYC/CFHF) move-ins with Kenmore 4. Property Manager to ensure all necessary occupant paperwork is complete. 5. Manages the supply and distribution of client bus passes, laundry money, cleaning supplies, and new move in items. Coordinates that these activities are completed in a timely manner, racked appropriately, and ensures supplies are adequate for both client and office units. 6. Maintains a working knowledge of the agency budget regarding supplies and direct client expenses. Develops procedures that are efficient and cost effective. 7. Coordinates program donation flow with agency development department. Is responsible for accepting, documenting, organizing and dispensing donations to program participants. 8. Coordinates and/or completes apartment walk-throughs to ensure compliance with health and safety standards. 9. Supports clients by providing mental health interventions and independent living instruction to health and safety standards in units. 10. Maintains professional communication and relationships with staff and team members working with the clients

September 20, 2021



Job Description for: Housing Support Specialist

	<ol style="list-style-type: none"> 11. Maintains a positive rapport with property owners, property management companies and vendors to ensure apartment needs are properly addressed (i.e. maintenance, extermination needs, etc.) 12. Established productivity standards; maintains scheduling flexibility to accommodate client schedules and needs. 13. Accurately completes documentation in a timely manner. 14. Completes other duties as assigned.
EDUCATION, CREDENTIALS AND QUALIFICATIONS	<ol style="list-style-type: none"> 1. HS Diploma or GED; related experience and/or training in health and/or social services required. 2. Strong verbal and written communication skills. 3. Ability to problem solve, resolve conflict, and negotiate. 4. Computer literate with strong data entry skills. 5. Ability to relate to and have empathy for young people. 6. Self-starter, works with minimal supervision. 7. Must be able to lift and move 20 lbs., carry boxes and climb stairs. 8. Holds and maintains a valid driver's license with a good driving record. 9. COVID-19 vaccine card must be shown.
REQUIRED TRAININGS	<p>Completes required trainings, including but not limited to:</p> <ul style="list-style-type: none"> • Core training • CPI non-violent crisis intervention • CPR and first aid • Cultural competency • Other training programs as directed by the Team Leader
WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:	<p>Works at various locations in the community. Must be able to lift and move 20 lbs., carry boxes, climb stairs and move about. Must be able to operate telephone and personal computer. Must drive personal vehicle in order to accomplish work objectives. Must be accessible via cell phone. May be required to work a non-standard work week including occasional or nightshift hours. Weekly work hours may vary depending on client need. Overtime as required.</p>
ADA:	<p>The above statements cover what are generally believed to be principal and essential functions of this job. Specific circumstances may allow or require some people assigned to the job to perform a somewhat different combination of duties.</p>

I have carefully read and reviewed the Housing Support Specialist Job Description as outlined herein and understand the requirements of the position and accept same. I acknowledge that nothing in this job description restricts management's right to assign or reassign job duties and responsibilities to this position at any time.

Housing Support Specialist

Date

Housing Program Manager

Date

September 20, 2021



Job Description for: Housing Support Specialist