

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Housing Resource Specialist

Reports to: Housing Resource Manager

Education requirement: Bachelor's Degree

Experience Required: Minimum 1 year of full-time related work experience, Veteran Connection (prior service or immediate family member who has served or is currently serving)

Position is: Exempt, Full-Time

Job Summary:

The Housing Resource Specialist is responsible for supporting client families in locating and securing permanent housing. The Housing Resource Specialist is an integral member of the property management team, and will assist the Housing Resource Manager and Director of Property Acquisition and Management with building the portfolio of rental housing available to homeless families.

Essential Job Duties:

Housing Identification (45% of time spent)

- In collaboration with Case Managers meet with all housing clients upon entry and as they progress through the program to assist them in their search for permanent housing.
- Provide clients with tenant screenings, financial literacy, and tools for successful housing placement. Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
- Support participants in locating and securing housing of their choice.
- Assist in development of and encourage adherence to a personal budget through pro-active housing and basic financial literacy; provide education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.

Landlord Liaison (40% of time spent)

- Conduct monthly home visits to Rapid ReHousing and Interim units to ensure stability, cleanliness, monitor lease violations, and provide preventative maintenance.
- Create and maintain consistent communication channels, both verbal and written, with landlords including quarterly newsletters, appreciation events, and monthly follow ups. Serve as an ongoing liaison between property managers and participants.
- Advocate and assist in contacting local apartment community managers, corporations, property managers and private landlords to discuss their needs and to sell the Rapid ReHousing concept to them or to grow existing partnerships.
- Provide mediation with landlords on the client's behalf if needed.
- Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.

Additional Duties: (15% of time spent)

- Keep appropriate records and complete all forms in a confidential and professional manner.
- Facilitate Tenant Education for the community.
- Support the turnover, lease signings, rent collection, and maintenance of property management records for homes owned and operated by Families Forward.
- Report success stories, progress, and statistics to the Housing Resource Manager and Director of Property Acquisition and Management
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend staff, case management, and Program Committee meetings as directed.

Additional Qualifications:

- Property management experience preferred
- Bilingual Spanish is a plus
- Maintain valid California Driver License and State-mandated Auto Insurance.

Please submit your resume to Elizabeth Childs, Director of HR, at echilds@families-forward.org

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; requires occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills		Required		
Computer Software: Microsoft Office		Required		
Interpersonal/Communication: Strong verbal & written skills		Required		
Language (non-English): Speak & understand Spanish		Required (1 FTE)		

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (**O**ccasionally = 0.5 to 2.0 hours; **F**requently = 2.5 to 4.0 hours; **C**ontinuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk		F	
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			
Moderate Noise (open office)			C
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
Work Environment			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
Other:			

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk			C
Hear			C
Climb or balance			
Reach with hands or arms	O		
Reach above shoulder level	O		
Stand or walk		F	
Use hands to finger/handle/feel			
Push/pull			
Special Vision Requirement			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)			C
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			C
Lifting/Carrying			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
Working Hours			
Physical presence during work hours		F	
Weekends	O		
Overtime	O		

Manager's Approval

Date

Human Resource's Approval

Date

Employee's Approval

Date