

# 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**

**Position is: Non-Exempt, Full-Time – 38 hours week**

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## **Job Summary:**

Families Forward is seeking a highly motivated individual who is compassionate, willing to be challenged, wants to make a difference in the lives of others, and is committed to Housing First solutions to end family homelessness. 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 Housing Development Director 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 Housing Development Director.
- 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](mailto:echilds@families-forward.org)