

Job Title: Senior Housing Resource Specialist

Reports to: Housing Resource Manager

Education Requirement: Bachelor's Degree

Experience Required: Minimum 3 year of human/social services program delivery

Position is Non-Exempt, Full Time

Job Summary: Under the supervision of the Housing Resource Manager (HRM), the Senior Housing Resource specialist will provide support and training to Housing Resource Specialists (HRS). The Senior Housing Resource Specialist will also be responsible for supporting the Housing Development Director with the acquisition and retention of units, ensuring consistent communication with current and prospective landlords, as well as assist in special housing projects.

Essential Job Duties:

Coordinate with Housing Resource Specialists (50 %)

- Support HRS with ongoing training and education. Ensure that the HRS team receives necessary training and follows protocols.
- Assist the HRM in providing supervision to HRS during one on one sessions, and with semi-annual and annual evaluations
- Collaborate with Data Quality Specialist in the collection, maintenance, compliance of all grant required documentation, and reporting of metrics for housing programs.
- Assist HRM and collaborate with Senior Case Manager in the monitoring and tracking of program delivery in relation to grant requirements.
- Report to HRM on the status of collaborative programs with partnering agencies.
- Lead day to day coordination of the HRS team, case load assignments, training, and approval of mileage.
- Maintain the HRS handbook and update on a quarterly basis.

Housing Identification: (10% of time)

- Collaborate with Case Manger after client match to complete enrollment process with clients - including packet review and tenant screening.
- Carry a small case load of clients, approximately 10-15, and maintain appropriate records.

Landlords Relationships: (40 % of time)

- Identify strategies to create and strengthen relationships with Private Landlords and the community.
- Help meet landlord's needs and provide rapid responses to any questions about Families Forward programs with current and interested landlords.
- Call potential landlords to set up appointments to do walk throughs of properties and explain Families Forward Programs to establish possible partnerships.
- Provide risk mitigation and serve as an on-going liaison for property managers, community managers, and private landlords.
- Maintain landlord database with current and potential partners, looking for opportunities to improve the retention program that includes, but is not limited to, quarterly newsletters, appreciation incentives, and monthly follow up meetings for landlords that are currently working with families forward.
- Support HRM with the Annual Partner Appreciation Event with responsibilities that are aligned for efficiency and achievement of event.

Additional Duties and Qualifications:

- Assist with the coordination of housing outreach to potential clients and apartment communities, and participate in other outreach efforts as needed under the supervision of the HRM
- Report success stories, progress, statistics to the Board as requested by the HRM.
- Fill in as needed with phones, food pantry, seasonal programs, or other agency events.
- Maintain valid California Driver's License and Proof of Auto Insurance

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.