



### Position Description

Title	Housing Support Specialist, Pasadena
Reports to	Program Manager, CES Mobile
Location	Pasadena
Type	Non-Exempt, Regular Full-Time
Pay Rate	\$19.00-\$20.00

#### How this position supports our Mission:

The Housing Support Specialist assists veterans and their families in locating, securing and maintaining permanent housing.

#### Responsibilities:

- Conducts housing assessments through the successful administration of the Vulnerability Index Service Prioritization Decision Assessment Tool (VI-SPDAT) and creates housing placement plans for participants and their families.
- Performs outreach to landlords and property management companies to locate available units.
- Collaborates with landlords and case managers to mediate tenant issues and ensure housing stability.
- Prepares detailed case notes and maintains detailed files, in accordance with New Directions and funding agency guidelines, on each participant, including data entry into the HMIS systems or other data bases as required.
- Reads, comprehends and interpret complex government rules and regulations with the ability to communicate in manner comprehensible to clients and the ability to explain available options when eligibility criteria are not met.
- Perform accurate calculations which involve percentages, averages and other basic math skills to determine eligibility for services.
- Initiates tasks with the ability to follow through on outstanding items, exercising attention to detail and understanding the importance of sequencing tasks in a specific order.
- Conducts interviews with persons that are vulnerable and/or in need and is capable of ask probing or difficult questions in a manner that is respectful and demonstrates compassion.
- Follows the guidelines outlined in program manual to collect documentation, verify income, and assess “but for” needs, and obtain documents in support of client needs and how to properly submit for approval in a consistent and timely manner.

#### Required Skills:

- Ability to effectively problem solves and carries out responsibilities under general supervision.
- Possess excellent organization skills, demonstrate initiative and follow through.
- Be detail oriented, able to set priorities, meet deadlines, maintain a professional attitude, conduct and appearance at all times.
- Proficient in office software including: Word, Excel, Outlook and Internet use.
- Bachelor’s Degree in related filed preferred. High School Diploma with life skills that include exposure to diverse, cultural, ethic and socio-economic conditions and at least 4 years of related work experience can substitute for degree.

### **Other Requirements**

- Provide Employment Eligibility Verification.
- Complete a background screen and drug test.
- Possess a valid California Driver's License and evidence of insurance coverage.
- Provide annual evidence of tuberculosis test.
- Complete bi-annual CPR Training.

### **Work Environment and Physical Demands**

- The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.
- The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This is sedentary work in an office setting. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.
- Occasionally the employee will be required to perform work out of the office meeting clients at apartment buildings or other facilities.