

Pathways of Hope

Job Title: Housing Resource Specialist – Temporary Position

Reports to: Housing Program Manager

Education Requirement: Bachelor's Degree Human Services, Social Work, Psychology or a similar major

Experience Required: Minimum 1 year of full-time related work experience

Position is: Non-Exempt, Hourly, Full Time, 40 hours a week, Temporary Position through June 2022

The Opportunity:

Through multiple housing models (Emergency Shelter, Rapid Re-Housing, Permanent Supportive Housing, Prevention and Diversion) the Pathways of Hope Case Manager team assists homeless families and individuals reduce housing barriers, work toward greater economic opportunity and independence, and strengthen community social service linkages necessary for the client(s) to end their homelessness and obtain safe, sustainable, permanent housing.

The Housing Resource Specialist is responsible for identifying permanent housing for clients. The Housing Resource Specialist is an integral member of the Program Team and will assist the with building the portfolio of rental housing available to homeless community members we serve.

This position is created as a result of a collaborative project between Pathways of Hope and Family Solutions Collaborative (FSC). The aim is to help families currently experiencing homelessness to move into permanent housing. The position will end on June 30, 2022. This position works exclusively on our Rapid Re-Housing programming and requires a flexible work schedule including some weekend, morning, and evening shifts, as well as reliable transportation to attend/visit program sites, client units and community appointments. This position is stationed 80% on-site at one of our Fullerton offices and 20% off-site visiting clients and landlords.

The Agency:

Since 1975, Pathways of Hope (formerly Fullerton Interfaith Emergency Service) has been working to end the dual plights of homelessness and hunger in North Orange County. We have multiple housing sites and programming models that intersect at working to end homelessness and hunger across the greater North Orange County area. Our team is dynamic, forward-thinking, and works closely with stakeholders and partners in the community to achieve our mission and vision.

The Candidate:

All Pathways of Hope employees must embrace a culture of teamwork, collective success and support in assisting the agency in achieving its mission and vision. The ideal candidate will possess a strong work ethic, a track record of successful problem-solving, the ability to work independently, and an understanding of homelessness in Orange County. The ideal candidate understands that Case Management and Service Navigation are collaborative efforts with residents.

Salary Range and Benefits:

The salary range for this position is \$19.00 - \$22.50 per hour, DOE. Benefits available include Health and Dental Insurance, vacation, sick time, 403(b) retirement plan options, cellphone allowance and mileage reimbursement. As part of its cultural values, Pathways of Hope respects and values work/life balance.

Essential Duties and Responsibilities:

Housing Leads

- Works with and accepts intake referrals and appointments from Program and Grants Support Specialist and/or Case Manager
- In collaboration with Case Manager, meet with all housing clients upon entry and as they progress through the program to assist them in their search for permanent housing
- Help complete all necessary documentation needed including intake, lease agreement
- Spend majority of the time identifying housing leads and opportunities that match the client needs
- Help clients with locating and securing the housing of their choice
- 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 families experiencing homelessness to determine housing and service needs
- 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 and Property Management

- Apply knowledge of relationship building to maintain landlord relations
- Work collaboratively with the assigned Case Manager on the case to ensure client maintains housing and landlord communication is always on point
- Help conduct unit inspections, move-in checklist, HQS inspections and environmental reviews
- Provide landlord mediation on behalf of the client as needed
- Conduct monthly home visits to Rapid Re-Housing 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 regular 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 promote the Rapid Re-Housing concept to them or to grow existing partnerships.

Other Duties

- Completes monthly check requests for rent and other billable expenses and internally tracks all expenses requested/billed in the Expense Master spread sheet
- Maintain all required documentations upholding client confidentiality and grant requirements
- Develops and maintains a list of potential housing opportunities for clients with support from other staff
- Collaborates and communicates with other service providers, community partners and other agency staff and landlords/property managers as it relates to individual work or client needs
- Helps with conducting a 6-months follow-up with former clients to gain feedback and housing status
- Completes internal reports as assigned in a timely manner on a monthly basis
 - Completes specific grant-related reports/documentation on a monthly basis
 - Completes client success stories on a monthly basis
 - Completes and maintains all property related paperwork, including inspection checklists, lease agreements, lead-based paint inspection checklists and other property forms
- Ensures the confidentiality and safety of case files and client information
- Maintains an understanding of Fair Housing Laws and keeps current on legal issues and regulations
- Attends monthly meetings and other community meetings/trainings as assigned

- Assists in communication and coordination of volunteer groups as assigned
- Completes client graduate follow-ups and tracks their updates monthly for a year
- Performs other duties as assigned

Contacts and Relationships:

Position reports to the Housing Program Manager. Interacts with Landlords/Property Managers, Case Managers, Service Navigators, other Program Managers as well as agency partners and community resources.

Qualification Guidelines:

Knowledge of:

- Proficiency in Microsoft Word, Excel, Access and Outlook
- Continuum of Care and Coordinated Entry System is preferred
- Bi-lingual English/Spanish is preferred
- HMIS (Homeless Management Information System)
- Dependability, responsibility, and the ability to communicate effectively and respectfully
- HUD definition of homelessness, Chronic homelessness, Prevention and Diversion
- Excellent customer service/public relations skills, including ability to work collaboratively with others.
- Housing Program Models and best practices
- Various counseling methods and conflict resolution techniques founded in strengths-based approach
- Trauma-Informed Methods
- Harm Reduction Strategies
- Housing-First/Housing Focused
- Motivational Interviewing
- Excellent written and oral communication skills.

Ability to:

- Manage multiple projects and deadlines
- Establish and maintain effective working relationships with co-workers, Board members, volunteers, clients and partners
- Respond to a crisis with the ability to deescalate situation
- Ability to work and problem solve independently
- Solve problems by making decisions that promote team unity and client stability and edification
- Plan, organize and prioritize duties
- Maintain confidentiality regarding client information
- Work with people from diverse economic and socio-cultural backgrounds
- Represent the program and agency in a positive manner within the community
- Communicate effectively over the telephone and clearly communicate information and instructions verbally and in written form

Miscellaneous:

- Participation in networking functions, community meetings, and other meetings as assigned by supervisor
- Assist with program activities when necessary
- Attend staff meetings and trainings as needed/scheduled
- Enhance job performance by applying up-to-date professional knowledge gained by attending webinars, trainings, etc.
- Perform ad hoc projects as assigned by supervisor
- Physical Tasks and working conditions include ability to lift up to 50 lbs.

- Maintain valid California Driver License and State-mandated 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.

Pathways of Hope reserves the right to modify, supplement, rescind or revise all job descriptions to meet the overall needs of the organization.

Pathways of Hope is an equal opportunity employer.

Send cover letter and resume to Kim Stinson, Operations Manager at kstinson@pohoc.org