



**Housing Specialist
Full-Time Position**

Organization:	Maggie's Place
Job Title:	Housing Specialist
Department:	Family Services
Reports To:	Director of Family Services
Location:	The Fiat House, 4001 N. 30th St., Phoenix, AZ 85016

Position Description

Job Purpose: Housing Specialists assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs. Develop a housing procurement, financial, and self-sufficiency case management plan with clients. Housing Specialist provides a variety of office and field activities to manage and monitor a housing program for families, performs direct client services, and compiles related documentation. Housing Specialist duties are performed both in a general office environment and in the field and community.

Responsibilities:

- Guide candidates through housing processes, assist with all facets of housing search.
- Orienting all eligible moms to the housing program, provide housing search and support services to promote mom's self-sufficiency, integration into the community, and permanency in housing.
- Perform administrative tasks involved in the review and maintenance of a caseload of program clients.
- Assess housing barriers of moms and families experiencing homelessness to determine housing and service needs.
- Develop a housing procurement, financial, and self-sufficiency case management plan with clients. This shall include intake interview to determine client's needs, goals, and eligibility.
- Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
- Assist participants in locating and securing housing of their choice.
- Create and maintain consistent communication channels, both verbal and written, between several parties (i.e., tenant, landlord, referral source, collaborating agencies, debtors and creditors).
- Serve as an ongoing liaison between property managers and participants as well as between participants and neighbors.
- Assist in development of and encourage adherence to a personal budget through pro-active housing and budget counseling sessions.
- Provide budget counseling and education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.
- Assist participants in development of a strength-based/solution-focused individualized goal and action plan that promotes permanent housing and self-sufficiency; develop an effective, timely referral network to ensure ongoing direction and support as needed.
- Identify participant strengths and barriers to stability and assist participants to reducing barriers and linking to resources and services.

- Provide pro-active follow-up home visits to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources to assist with reintegration of participants in the community.
- Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- Maintain accurate daily logs records, monthly outcome reports, and files for each client.
- Transport clients as deemed necessary. Transportation requirements should be limited to housing and job searches and occasional visit to relevant social service agencies.
- Collect and report program data, including but not limited to HMIS reporting and funders' required data.
- Any other assignments given by Director of Family Services and CEO.

Qualifications:

- BA/BS degree preferred.
- A minimum of 3 years program experience working with a traumatized vulnerable population such as the population served by Maggie's Place.
- Requires knowledge and belief in "Housing First" philosophy and strategies.
- Must be able to represent/reflect Maggie's Place in a positive and professional manner to all avenues of the community
- Ability to work as an effective team player is essential.
- Excellent verbal and written communications skills.
- Must have effective organizational, problem-solving, time-management and analytical skills.
- Strong decision-making skills supported by a proactive problem-solving approach.
- Ability to multi-task and set priorities based on daily operations.
- Strong positive interpersonal skills.
- Solution driven and a strong work ethic.
- On-call required with availability some evenings and weekends.
- Ability to lift 25 lbs.
- Must comply and meet the national and state criminal background check, national sex offender registry, designated fingerprint clearance level, and driver's background check as required by Maggie's Place.

Employee Printed Name: _____

Employee Signature: _____ **Date:** _____