



Full-Time Position

Organization:	Maggie's Place
Job Title:	Housing Specialist
Department:	Family Services
Reports To:	Trauma Care Manager
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 visits 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 the Trauma Care Manager or VP of Programs.

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
- Bilingual (English-Spanish) a plus.
- 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.