



## JOB DESCRIPTION

**Job Title: Housing Specialist**

**Classification: Non-Exempt**

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**POSITION SUMMARY:** The Housing Specialist is responsible for locating housing units, working closely with landlords, collaborating with service providers, and providing general housing support to ensure that homeless individuals and/or families can secure and maintain housing.

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### RESPONSIBILITIES / DUTIES:

- Provide housing placement and assistance for participants, focusing on the household's needs and goals.
- Housing search and placement of appropriate units for potential participants.
- Network with landlords, renter's associations, property management businesses and county wide permanent housing providers.
- Assist with the approval of all leases and help execute Housing Assistance Payment contracts with landlords.
- Prepare and ensure the accurate distribution of subsidy payments to landlords as needed.
- Provide move-in support for program teams, including perform or arrange for Housing Quality Inspections (HQI's) prior to move-in, negotiate lease start date, review /approval of lease terms, coordinate housewarming furniture move, get documentation from landlord for check request, prepare move in documentation, upload housing documentation to Welcome Mat housing database.
- Provide notices of contract renewals and rental adjustments.
- Participate as a member of the service team by attending case conference meetings, assisting service staff in evaluation of participant's housing readiness, reducing housing barriers and status of unit availability.
- Maintain contact with participants, monitor progress, report, and refer to team members as necessary after housing is secured.
- Provide aid and expertise to landlords or service staff for conflict resolution and problem solving.
- Ensure that all regulatory agreements, contracts, and fair housing laws are met as they relate to housing.
- Attending staff meetings and other agency functions as needed.
- Other duties as assigned.

### MINIMUM QUALIFICATIONS:

- High school diploma or equivalent (GED) required.
- 1 year of experience working in the housing field, social services, or sales/customer service experience and knowledge of the local housing markets and geography.
- Use of personal vehicle and proof of valid California Driver's License and current auto insurance, along with a clean DMV record, is required.
- Flexible schedule to work evening and weekend hours when required.

### COMPETENCIES:

- Excellent verbal & written communication, organizational, and time management skills.
- Strong analytical and problem-solving skills with meticulous attention to detail.

- Ability to work well independently and collaboratively with teams.
- Basic knowledge and understanding of applicable federal, state, and local laws.
- Proficiency in Microsoft Office programs, systems, and platforms.
- Ability to learn and use required mobile devices and business-related applications.
- Outstanding communication skills and high degree of emotional intelligence, cultural humility, with a proven track record to build and maintain effective relationships with a wide variety of internal and external contacts.

#### **PHYSICAL REQUIREMENTS:**

- Communicating with others to exchange information; seeing to read a variety of materials.
- Manual dexterity for use of keyboard, tools, controls; repetitive motion that may include the wrists, hands, and/or fingers.
- Remaining in a stationary position, often standing, or sitting for prolonged periods, while at a desk or working on a computer.
- Ability to drive and sit in a car for prolonged periods of time.
- Ability to move between floors, ascending and descending stairs.
- Light work that may include moving or lifting objects up to 25 pounds.
- Ability to squat, bend at the waist, crouch, reach overhead and horizontally, and kneel.

#### **WORK CONDITIONS / ENVIRONMENT:**

- Position Classification: This position is classified as *on-site*. This means you are expected to perform your work at an Abode-approved office or worksite.
- Remote Work Option: Voluntary telecommuting may be permitted at management's discretion. Such arrangements may be approved on a case-by-case basis and can be revoked at any time. If telework is approved, you will *not* receive a remote work stipend.
- Must be able to work in a shared office environment with moderate to high noise level with frequent contact and interruption.
- Multi-level buildings with stairs and/or ramps.
- Frequent travel by car throughout the county region and surrounding areas.
- Work in program service environments, which may include entering housing units or participants' residences, program offices, non-agency offices and meeting areas.

**Notice:** *This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade, or downgrade the position as dictated by business necessity at any time with or without notice.*

**Abode Services is an Equal Opportunity Employer/Drug Free Workplace**