

HARBOR INTERFAITH SERVICES
SPA 8 Coordinated Entry System
Housing Retention Specialist
JOB DESCRIPTION

SUMMARY OF RESPONSIBILITIES:

The Housing Retention Specialist is responsible for ensuring that homeless that have been placed into permanent housing retain their housing. The position requires regular follow up home visits and the use of Critical Time Intervention, and offers supportive services through community referrals to mental health, hospitals, and social service agencies. The goal will be to oversee highly vulnerable homeless persons, ensure compliance with their lease agreement and offer additional support to ensure housing retention. The Housing Retention Specialist helps them overcome challenges related to extreme poverty; chronic homelessness; serious behavioral and health issues. The Housing Retention Specialist is working as part of a larger team within the Coordinated Entry System (CES) of Service Planning Area (SPA) 8.

SPECIFIC DUTIES:

1. Conduct follow up home visits to ensure housing retention and lease agreement compliance.
2. Utilization of Critical Time Intervention to ensure effective transition from homelessness to housing and strengthening their network of support in the community.
3. Initiate contact and establish a working interaction with for the purpose of providing assistance with housing retention and access to needed services.
4. Work with Navigators from other agencies in SPA 8 to provide needed support.
5. Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
6. Establish and maintain positive, productive working relationships with mental health programs, health care providers/clinics and providers of services and resources to homeless persons.
7. Attend staff meetings, case conferences, training workshops and community meetings as needed.

MINIMUM QUALIFICATIONS

EXPERIENCE / EDUCATION:

- BA in social work or related field or 2 years equivalent social services experience.

KNOWLEDGE AND SKILLS:

- Passion for ending homelessness.
- Maintaining a non-judgmental attitude and a display of unconditional positive regard when working with highly vulnerable/challenging individuals.
- Ability to have a “whatever it takes” attitude when working with challenging individuals.
- Ability to maintain consistent follow up and engagement with those placed into permanent housing.
- Ability to work as a member of a team.
- Substance Abuse/Recovery background a plus.
- Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- Familiar with Harm Reduction and Housing First models of service delivery.
- Ability to listen with sensitivity to other people’s feelings, needs, and point of view; demonstrate tact and courtesy in expressing opinions or ideas, projecting a positive image of Harbor Interfaith Services, and recognizing opportunities to enhance community relations.
- Basic understanding of severe mental health, physical health, and substance abuse issues and symptoms.
- Be able to work flexible hours.
- Good organization skills and detail oriented; ability to manage multiple cases efficiently and effectively.
- Strong oral and written communication skills

- Creative problem-solving skills
- Bi-lingual (Spanish) preferred but not required
- A valid California driver's license and insurance is required for the position.

ACCOUNTABILITY AND REVIEW

Position reports to: SPA 8 Regional Coordinator (Harbor Interfaith Services)

Performance review: 6 month introductory period, followed by annual evaluations

EMPLOYMENT CLASSIFICATION

Work Schedule: Full-time, M-F

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport residents; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.