



Housing Support Specialist

*Position specifications are intended to present a description list of the range of duties performed by employees in the position. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under the direct supervision of the Program Director, the person performing this position is responsible for supporting residents of LaGrave on First in remaining housed. This position involves interacting with residents, guests, and service providers to monitor the activities of the building and provide interventions and support, as needed. The Housing Support Specialist must elicit customer service skills and maintain positive interactions with all people during the performance of the job responsibilities.

SUPERVISION

Housing Support Specialists receive supervision from the LaGrave on First Program Director.

ESSENTIAL FUNCTION STATEMENTS—Essential responsibilities and duties include, but are not limited to, the following:

Essential Functions:

1. Provide Harm Reduction support and knowledge
2. Exhibit interpersonal skills with residents and coworkers
3. Assist residents in paying rent and meeting their housing obligations
4. Support residents to understand their rights and responsibilities as a leaseholder
5. Support residents with conflict resolution and communication with their landlord
6. Support residents with personal conflict resolution
7. Advocate for residents wants and needs
8. Act as a liaison to additional supportive services and providers
9. Prepare and maintain daily logs, records, activity and incident report documentation
10. Understand and adhere to program policy and procedures and lease agreements
11. Support residents to understand program policy and procedures and lease agreements
12. Participate in meetings and in-service trainings
13. Support confidentiality and be HIPPA compliant

DESIRED QUALIFICATIONS

Current Knowledge, Skills and Abilities, or the ability to quickly attain through onsite training requirements:

- Working knowledge of the general nature of policies, procedures, and methods related to the care and well-being of people with mental illness and/or chemical dependency.

DATE ADOPTED: November 19, 2019

- Knowledge and/or skills required will generally be gained through training, both formal or informal, and/or related experience
- High degree of interpersonal skill required to be able to communicate and provide unbiased support to residents
- Be available (on-call) for times agreed upon with the employer
- Good verbal and written communication skills

EXPERIENCE AND TRAINING GUIDELINES

Preference is given to applicants with experience and/or training with persons who have mental illness and/or chemical dependency and/or have experienced homelessness. This position requires a valid driver’s license and dependable transportation as well as successful completion of all background checks including criminal records.

Training/Education:

Equivalent to a high school degree or GED is required. Two years of experience providing direct client services or an Associate degree in the human services field preferred.

WORKING CONDITIONS

Environmental and Physical Conditions:

Office and field environment; travel from site to site; work with computers; Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

Required Hours:

The LaGrave on First building will require 24-hour, 7 days a week staffing. Shifts generally run 7:00am-3:30pm, 3:00pm-11:30pm, and 11:00pm-7:30am. Flexibility within shifts

WAGE BAND FT

Grade 30

Starting Range: \$15.65-\$18.59, depending on qualifications

- Full-time positions are eligible for benefits, which include health insurance, retirement program, vacation, and sick leave.

WAGE BAND PT

Grade 24

Starting Range: \$13.50-\$16.03, depending on qualifications

- Part-time positions are non-benefited. Eligible for holiday pay.

TIMELINE

GFHA staff will review applications on a continual basis until all positions are filled. GFHA staff is currently interviewing applicants for these positions.

TO APPLY

Interested candidates can apply for this position by sending a resume and cover letter to: gfhajobs@thegfha.org