



Housing Support Specialist II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

The Grand Forks Housing Authority, provider of affordable housing for Grand Forks County, North Dakota has an immediate opening for a **Full-time** Housing Support Specialist I position in its LaGrave on First Facility located in Grand Forks, ND.

Hours: **11 pm – 7:30 am Monday through Friday**

SUPERVISION RECEIVED:

Receives supervision from the LaGrave on First Program Director

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

Minimum Qualifications: High school degree or GED with preference for applicants with experience working with individuals experiencing homelessness, substance abuse, and/or mental illness.

Job Duties:

- 1) Control Access to the building
- 2) Request identification from visitors
- 3) Have tenants escort visitors in and out of the building
- 4) Have visitors sign in
- 5) Keep a record of tenants and guests entering and exiting the building
- 6) Prohibit visitors on the "do not permit entrance" list
- 7) Monitor facility cameras
- 8) Answer telephone and take and deliver messages as appropriate
- 9) Complete facility documentation
 - a) Incident reports as per incident report policy
 - b) Staff communication log



- 10) Engage with tenants, forming healthy, respectful relationships
- 11) Log information that needs to be communicated to Program Director, service providers, and other staff
- 12) Assist Program Director in mediating conflict between tenants and de-escalate as situations arise
- 13) Assist residents in securing needed services, including transportation
- 14) Ensure tenant confidentiality and building security
- 15) Enforce facility rules and log rule violations
- 16) Respond to tenant questions and concerns and refer tenants to the appropriate party
- 17) Conduct fire and tornado drills as assigned by Program Director
- 18) Identify emergency situations and follow emergency procedures
- 19) Lead recreational groups
- 20) Conduct welfare checks and Apartment checks as assigned by Program Director or his designee, documenting such in communication log
- 21) Train residents in daily living skills
- 22) Conduct hourly rounds of the facility to ensure the building is secure and that tenants are following facility rules. Once per shift, staff will complete an inspection checklist to ensure that the building is safe, clean, and well maintained.
- 23) Attend mandatory staff meetings.

The Housing Support Specialist II is expected to assist in training Housing Support Specialist I staff and to model appropriate ways to de-escalate tenants and form effective relationships with them. They may also be given additional responsibilities such as helping the Program Director schedule and train staff.

QUALIFICATIONS (Knowledge, Skills and Abilities):

- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain effective working relationships with those contacted in the course of work



- Be organized, self-motivated, take pride in their workmanship, and have excellent time management skills.
- Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities

Abilities: Interact with people of varying social, economic and ethnic background; Prepare clear and concise reports; Operate and use general office equipment.

Salary Range: 28

- Starting Wage: \$14.90+ depending on Qualifications.
- Required 40 hours of work per week between the hours of 11:00 PM and 7:30 AM, Monday-Friday.
- Position offers access to full-time benefits, including Health Insurance, Health Savings Account, sick and vacation leave, holiday pay, life insurance, and other optional plans.

Letters of Interest and Resumes will be accepted until position is filled and should be submitted to: tdemars@thegfha.org