

Housing Specialist

Under the supervision of the Housing Supports Team Lead, Housing Specialists work to help individuals experiencing homelessness to find and keep safe and affordable housing.

The Housing Specialist will:

- support the housing search for HHC guests, participants in other CAN programs, and victims of domestic violence.
- increase landlord motivation to work with HHC by responding to concerns related to tenants referred by HHC.
- support housing stability by facilitating access to rental assistance for those eligible, helping tenants comply with lease terms, supporting the development of housing plans to address participant priorities and increase income.

General Expectations

Works in accordance with HHC values and ethics standards including:

- Guests/participants, colleagues and volunteers treated with respect at all times.
- Complies with HHC personnel policies by maintaining appropriate boundaries concerning relationships with guests and respecting HHC rules regarding the use of HHC property.
- Avoids loud, threatening or derogatory language at all times unless an emergency situation requires special behavior.
- Maintains confidentiality of guest information both in and outside of work.
- Treats all guests and fellow staff members fairly in accordance with HHC guidelines and policies.
- Completes all checklists, incident reports, time cards and other written materials carefully and honestly.
- Collaborates actively with fellow staff members to achieve HHC objectives and improve services. Functions as a supportive team member enhancing the effectiveness of colleagues. Offers feedback as needed but in a respectful and open manner.
- Assumes responsibility for understanding and following HHC procedures, outside agency regulations, laws and standards applicable to his/her area of responsibility.
- Reports any ethical violations or significant failure to follow HHC policy to appropriate management staff.

Specific Responsibilities

1. Partner with the Housing Location Coordinator in identifying housing options for assigned participants.
 - a. Assist with outreach to landlords to identify vacancies.
 - b. Work with guests as assigned to identify housing options including shared housing.
 - c. Assist assigned guests to get "document ready".
 - d. Visit potential apartments with assigned guests if appropriate.
 - e. Complete inspections and associated paperwork with guest and landlord.
 - f. Provide support with moving in including review of lease terms.

2. Help participants housed by HHC to maintain housing arrangements.
 - a. Facilitate space sharing agreements.
 - b. Assist tenants referred by HHC to understand and comply with lease terms.
 - c. Connect tenants to supports as needed to improve housing stability and increase income.
 - d. Negotiate lease terminations and rehousing as needed.
3. Manage access to rental assistance for eligible participants.
4. Provide CTI informed case management supports to assigned participants.

Qualifications

Demonstrated skills in maximizing engagement, skill building and providing person-centered supports.

Highly organized with demonstrated ability to pay attention to detail and undertake multiple tasks on a daily basis.

Valid driver's license with no points.

Ability to communicate in Spanish a plus.

Position

This is full time position. Initial compensation is between \$17.00-\$19.00 per hour depending on experience.

Application

Applications will remain open until a candidate is selected. Interested applicants should submit a resume and a detailed cover letter describing his/her relevant experience. Resumes without cover letters will not be reviewed. For more information about the work of the New London Homeless Hospitality Center please check our website at NLHHC.org.

Applications may be submitted by email to:

Nicole Thomas
Personnel Manager
personnel@nlhhc.org

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