

JOB DESCRIPTION

Position Title	Department	Reports to
Housing Resource Navigator	Housing	Intake Team Lead
Employment Status	FLSA Status	Effective Date
Full-Time		7/1/2021 – 6/30/2022

POSITION SUMMARY

Good Samaritan Ministries' mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

Working alongside a dynamic team of Housing Case Managers, Intake Specialists, and community partners, this position will launch the new Emergency Housing Voucher (EHV) program to help 25 families become permanently housed within the next year. A self-starter with strong administrative skills and demonstrated experience providing direct assistance to a diverse group of individuals is essential to this role. Daily activities will focus on the ongoing oversight of the EHV program coupled with completing housing assessments directly with individuals experiencing or at-risk of homelessness.

This position will run through a grant term that will end June 30, 2022 and has the possibility of extension dependent on funding.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

1. Maintain a working knowledge of EHV eligible program guidelines and work closely with internal and external stakeholders to house 25 families and/or individuals experiencing or at-risk of homelessness within the next year
2. Conduct housing intake interviews, and assist eligible program participants with housing applications and required documentation both over the phone and in-person as needed
3. Following grant guidelines, provide an ongoing and unbiased range of decisions on individual housing cases, including providing recommendations for securing financial assistance from both internal and external funding streams
4. Collect and input data of eligible individuals to the EHV waitlist through the EHV Coordinated Entry System (CE) within set time limits, and effectively review data for deficiencies or errors, and correct any incompatibilities prior to predetermined deadlines
5. Handle inquiries and complaints from landlords, program participants, and other community partners around the EHV program and/or other GSM housing-related programming

6. Facilitate the review and follow up around the leasing up process for households entering programming and new housing units
7. Provide ongoing housing intake related services, including referral service as needed for program applicants
8. Apprise the Director of Housing Services of any changes that could impact management of the Emergency Voucher Program
9. Organize and conduct routine quality controls so all reports, notes, documents, and client files are current, accurate, and completed within all database tracking systems and in accordance with State, Federal, and agency regulations
10. Assist program participants with procuring necessary documents and services to support their work to secure or maintain their housing
11. Maintain appropriate boundaries with clients, staff, and outside organizations, and adhere to professional standards of confidentiality, and ethical conduct in all forms of correspondence
12. Work respectfully and effectively in a multicultural environment and provide services in a non-judgmental manner
13. Maintain openness to supervision, which can include at least one shadowing experience per quarter, and at least one hour of bi-weekly face-to-face consultation with immediate supervisor
14. Attend all sponsored and/or required training and in-service sessions as scheduled, and lead internal and external training and in-service sessions as appropriate
15. Complete other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- A Bachelor's degree
- Be adaptable and a self-starter to work with a new program
- Ability to interact with people of a diverse background
- Ability to work independently and as part of a team
- Ability to maintain a calm and sensitive demeanor in stressful situations
- Can maintain professional relationships with community partners
- Ability to learn and comply with regulatory program rules and expectations
- Excellent interpersonal, communication, and organizational skills (written and verbal)
- Proficient in Microsoft Suite applications
- Ability to work a flexible schedule; most hours between Mondays to Fridays, 8:30 a.m. - 5:00 p.m.

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Experience working with homeless households
- Experience in a non-profit organization

- 3 years of field experience
- Knowledge of community resources
- Experience with program creation
- Spanish language proficiency

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job the employee is regularly required to move about inside the office to access file cabinets, office machinery, etc. and must be able to remain in a stationary position 60% of the time, and occasionally lift and move 25lb boxes unassisted. The employee will also constantly operate office machinery such as telephones, computers, copy machines, and calculators and will frequently learn new information and communicate accurate details in person and over the phone.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Reviewed with employee by

Signature: _____
Name (print): _____
Title: _____
Date: _____

Received and accepted by

Signature: _____
Name (print): _____
Title: _____
Date: _____

Good Samaritan Ministries is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.