

POSITION DESCRIPTION

POSITION TITLE:

Housing Resource Specialist
Region II

CLASSIFICATION TITLE:

Client Services Provider 4

POSITION LOCATION:

Alexandria

POSITION UNDER THE SUPERVISION OF:

Region II Coordinator

POSITION SUMMARY:

This position provides housing support services to veterans in the NWCSB region II as part of the grant-funded Wounded Warrior project for Health Planning Region II.

MAJOR DUTIES AND RESPONSIBILITIES:

The responsibilities listed are illustrative of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Supportive Services:

1. Evaluate homeless veterans and families' housing barriers, needs, and goals using formal and informal assessment strategies,
2. Assess veteran/family housing needs and preferences and assist in searching for appropriate and affordable housing, including assisting in filling out rental applications, interpreting leases, and understanding tenant rights and responsibilities.
3. Assist veterans and their families who are at risk of homelessness due to pending eviction/foreclosure; conduct landlord mediation, locate resources for homeless prevention assistance and connect veterans and families to such resources, make referrals to foreclosure prevention professionals (such as, but not limited to HUD Housing Counselors); connect to legal and other support services
4. Identify, create linkages to, advocate for, and coordinate services for veterans experiencing barriers to obtaining and maintaining permanent housing.

5. Ensure veterans and family members in need of supportive or wrap-around services are connected with appropriate case management support and/or community based services in accordance with their level of need.
6. Assist veterans and families with navigation of VA services including (but not limited to): homeless and housing (HCHV, HUDVASH etc.), behavioral health, medical, etc
7. Re-direct veteran and/or family members to community based resources when the veteran does not meet eligibility criteria through existing providers such as the VA or when the client encounters significant barriers to care.
8. Identify appropriate permanent housing options for veterans and family members, such as, subsidized housing Section 8, HUD VASH, permanent supportive housing, affordable and market rate housing, and other housing opportunities.
9. Assist veterans/families with housing applications, complete supportive and subsidized housing paperwork, survey rental market for affordable housing, and advocate for clients with prospective landlords.
10. Assist veterans (as needed) in either completing or linking to community or state services that assist in completing SSI, SSDI, Medicaid, SNAP, and other entitlement benefits (such as a local Department of Social Services office, or a local Department of Veteran Services Benefits Field Office).
11. Coordinate with other service providers (as needed) in obtaining utilities and making moving arrangements.
12. Locate emergency shelter resources or emergency housing options until permanent housing becomes available.

Documentation and Data Management:

1. Monitor and evaluate veteran/family progress on identified goals and objectives and maintain confidential records in DMS and communicate information to community agencies entering data in to HMIS.

2. Develop and maintain a local database of homeless/housing and supportive services to include emergency financial assistance and financial counseling, food and clothing resources, furniture resources, landlords and rental property contacts etc.;

3. Ensure that eligible veterans and their family members have access to the needed services/supports, as outlined in the VWWP Service Region MOU.

Outreach and Relationship Management:

1. Work with other shelter providers, social service providers, landlords, and other community partners to ensure that veteran clients receive services needed to obtain and sustain permanent housing and any needed supportive services.

2. The HRS will also provide housing-specific resources and information to the entire VWWP regional team of veteran specialists as needed to assist veterans with housing needs;
3. Outreach to at-risk or homeless veterans and families to identify needs;
4. Outreach to homeless and housing service providers including local shelters, transitional housing, and supportive services programs, to encourage cross-referrals for veterans in need;
5. Coordinate outreach to and building working relationships with employment focused partner agencies such as Virginia Employment Commission veteran representatives, One Stop Centers, Resource Workforce Centers, etc.;
6. Outreach to local VA, DOL, and other grantees serving at-risk or homeless veterans and families;
7. Outreach and regular collaboration with the regional VA Medical Center Homeless Services Coordinator and Healthcare for Homeless Veterans and HUD-VASH program staff – to include participation in VA homeless provider summits and VA “Stand downs”;
8. Outreach to property managers and landlords to aid in housing placement for high-barrier cases such as veterans with poor credit histories, and/or past evictions, sex offenders, ex-offenders, etc.;
9. Work collaboratively with the local Continuums of Care (CoCs) and participate in local initiatives such as Point in Time counts. Develop and/or participate in veteran subgroups of CoCs.
10. Collaborate with existing housing related support groups (with the VA Medical Center HCHV/ HUD-VASH program and/or community providers) and/or develop a peer group for formerly, at-risk, or homeless persons with financial and/or housing needs to increase resource sharing, morale and support, and facilitate regular access to VWWP and DVS agency staff and resources.
11. Participate in monthly technical assistance calls facilitated by the Director and Associate Director of Housing Development to remain current on state and national level housing data, resources, and policies, while also sharing and receiving local/regional housing services navigation and peer support best practices with/from VWWP housing staff in other VWWP service regions.

12. Perform additional duties as assigned by the VWWP Regional Coordinator and Director.

ESSENTIAL KNOWLEDGE SKILLS AND ABILITIES:

Knowledge:

1. Possess work experience in homeless and housing services.
2. Veteran or family member candidate preferred but not required.
3. Working knowledge of veterans services and supports.
4. Good knowledge of community resources and human services network.

Skills:

1. Effective interaction skills, especially with veterans, service providers and other agency professionals.
2. Good verbal and written communication skills.
3. Excellent organizational skills
4. Effective oral and written communication skills
5. Office skills to include effective use of telephone, personal computer, calculator, copier and fax machine.

Abilities:

1. Ability to work with small groups of 12 -15 veterans or family members of veterans
2. Ability to work one-on-one with veterans or family members experiencing distressing situations
3. Excellent ability to establish and maintain rapport with the consumer population
4. Ability to establish and maintain effective working relationships with other employees and with private and public agency personnel
5. Ability to function calmly in stressful situations; ability to keep personal and consumer issues separated; ability to work independently, exhibiting initiative and self-direction.

QUALIFICATIONS:

1. Bachelors degree or four years of college, preferably in either a Behavioral Science, Human Services, Criminal Justice, or other related field, OR education and experience to produce required knowledge, skills and abilities.
2. One year of relevant work experience providing case management or care coordination, client advocacy, and coalition building, if holding a Bachelor's degree or four years of college in a related field.
3. Two years of relevant work experience may be used to substitute for a Bachelor's degree or four years of college in a relevant field for candidates who either possess a Bachelor's degree or four years of college in an unrelated field, or for candidates without a bachelor's degree, as long

as the applicant's work experience can demonstrate the applicant possesses the knowledge, skills, and abilities required for the position.

Prefer experience in personal military experience or work with military population. Valid state driver's license. Some travel required.

SALARY RANGE:

Level 4F

FLSA STATUS:

Non-exempt

VERIFICATION OF ACCEPTANCE OF POSITION RESPONSIBILITIES:

The incumbent of this position is required to meet established standards for productivity as explained and monitored by the supervisor. This is to certify that I have read the above position description and accept the duties and responsibilities required of this position.

Employee's Signature

Date

Immediate Supervisor's Signature

Date

Chief Operational Officer's Signature

Date

Chief Executive Officer's Signature

Date

Effective Date: July 2015
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