



## Roads Home Housing Specialist

Job Title: Housing Specialist

Type: Fulltime / Nonexempt

Department: Roads Home

Supervisor: Roads Home Program Manager

### Introduction

### Program Description

A Pathway to Housing for Homeless Veterans – join a team that assists Veteran families experiencing homelessness to attain housing placement and housing stability. BFHP is expanding on our successful Supportive Services for Veteran Families (SSVF) Roads Home program to connect very low-income homeless individuals and families with permanent housing. The program provides street and venue-based outreach, case management, permanent housing placement, temporary financial assistance, employment assistance, and assistance in obtaining VA and other benefits. The program will work with all participants to develop and carry out action plans that improve their health and wellness.

### Position Summary

The Housing Specialist supports the Roads Home Program's effort through landlord engagement, retention, and collaboration with other housing agencies. The Housing Specialist is the liaison for all landlords and property management personnel and the Roads Home program and its clients. This position acts as a housing advocate for Veteran households by negotiating housing options on behalf of Veteran households in enrolled in the Roads Home program. The position will support Veteran households in complying with housing rules through various tenant rights education and life skill trainings.

### Responsibilities

- In partnerships with the Housing Services Coordinator, build relationships with landlords in the Counties Roads Home serves
- In partnership with the Housing Services Coordinator, create and maintain a landlord listing database
- Match landlord qualifications with client needs
- Perform or arrange housing inspections prior to move-in
- Assist in negotiation of rents with landlords
- Collect and keep files of income certifications, calculations of subsidies and lease approvals for participants' direct lease contracts.

- Work as part of the Housing Case Management Team (HCMT)
- Conduct regular home visits to clients who are housed
- Ensure that all regulatory agreements, contracts, and fair housing laws are met as they relate to housing
- Provide program participants with the housing resources needed to reach their permanent housing goals
- Provide individual and in group education regarding housing retention, tenancy skills and money management
- Coordinate eviction prevention services and follow up with landlords
- Adhere to laws regarding confidentiality and reporting requirements; maintain knowledge of current HIPAA certification standards
- Have a clear understanding of PTSD, Traumatic Brain Injury, alcohol and drug dependency and other mental health issues
- Assist with the client intake process and initial assessment; create and maintain new client files electronically as needed
- Document all services provided either on paper or through HMIS data base, including client intakes, program entry and program exit
- Participate in weekly department staff meetings and case conferences
- Some weekend and evening hours may be required
- Perform other related duties as required by supervisor
- Work within the framework of the agency's Code of Conduct
- Exercise responsibility appropriate to the positions and delegated authorities
- Be responsible to everyone else, the agency and its stakeholders both for your actions and your decisions not to act
- Conduct business in accordance with the BFHP Employee Handbook, exercising sound judgment and serving the best interests of the agency and the community
- Commit yourself to treating each community member with respect and dignity

### **Qualifications**



- BA/BS in social work or preferred and/or and three years of relevant experience
- Commitment and knowledge of issues related to homelessness, veterans, mental health
- Excellent knowledge of local housing markets in the Counties Roads Home serves
- Ability and comfort with conducting single staffed home visits
- Capacity to set priorities in consultation with supervisor
- Good conflict resolution skills
- Ability to meet deadlines and complete multiple tasks in a timely manner
- Excellent written and oral communication skills
- Ability to maintain professional conduct, attitude and appearance at all times
- Capacity to work independently and as part of a team
- Proficiency on PC computers, Windows, Microsoft Suite and databases, and ability to perform word processing, data entry, and other tasks at a computer work station
- Ability to use a reliable personal vehicle for travel to staff meetings, meetings with landlords and other community members, meetings with clients, and to conduct home visits
- Ability to work some weekends and evenings as needed
- Veteran status preferred, but not required

### **General Requirements**

Work within the framework of BFHP's Code of Conduct. Must have clean DMV record, a valid driver's license, fingerprint clearance, and TB test clearance. Complete all Privacy and Security Training required by BFHP and maintain confidentiality regarding clients, personnel and other internal agency affairs. Maintain all HMIS user agreements and attend all HMIS trainings for each county served. Must have and maintain CPR and First Aid Training upon hiring.

### **Physical Requirements**

- The employee is regularly required to use hands to type, handle, feel
- The employee is frequently required to climb stairs, walk, sit, talk and hear
- The employee is occasionally required to stand, stoop, kneel, crouch or reach
- The employee must occasionally safely lift and/or move up to 50lbs



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- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

Job Type: Full-time

Salary: \$22.00 to \$23.00 /hour