



Position: Housing Specialist

Non-Exempt

Reports to: Program Coordinator

Supervises: None

Agency Description:

Homelessness and Housing Alliance (HHA) is the Lead Agency, Collaborative Applicant, and HMIS Lead for the Okaloosa Walton Homeless Continuum of Care (OWHCC). The goal of the OWHCC is to make homelessness rare, brief, and non-recurring. OWHCC works collaboratively with a broad-based network of public and private providers focused on utilizing practices that are informed by data, honor the difference perspectives of all stakeholders and are trauma-informed. OWHCC works to identify and bridge gaps in homeless services so that investments can be made in the areas of greatest need and secures resources for homeless service providers so they can meet the needs of families and individuals experiencing homelessness.

Job Description:

The Housing Specialist is responsible for creating a point of access for persons experiencing homelessness and in need of crisis services, shelter placement, rapid-rehousing, permanent supporting housing, linkage to schools, employment, physical and mental healthcare, and mainstream benefits. The Housing Specialist is an advocate and a resource for agencies involved in assisting the homeless population as well as providing outreach and enrollment services to individuals and families experiencing homelessness to enable clients to receive necessary assistance and other offered services. The primary responsibility of this position will be the provision of outreach case management services to people of Okaloosa and Walton Counties who are homeless. The population served will require case management activity to occur primarily in the community, on the streets, or in shelters. This position is a mobile position traveling to all areas of Okaloosa and Walton Counties and the main headquarters will be held at the Homelessness & Housing Alliance administrative office in Mary Esther, FL.

Responsibilities:

- Meets all case management requirements including outreach and engagement, screening, assessing, determining eligibility, HMIS, and supporting documentation for specific programs
- Assists clients in obtaining or maintaining housing including locating affordable housing, housing inspections, and landlord negotiations
- Maintains client files and ensures all documents are complete and signed by all parties
- Contributes knowledge and experience for policy and procedure manuals, documentation, and written standards
- Meets program specific outcomes and performance measures
- Completes service plans for clients according to program guidelines



- Provides a comprehensive assessment to all program enrollees
- Compiles, organizes and assembles all grant programmatic documentation
- Conducts home visits as needed
- Works closely with law enforcement and other city, county, and community organizations to coordinate services and resources that provide assistance to homeless individuals
- Assists with the Annual Point in Time count
- Coordinates services including but not limited to SSI, SSDI, SNAPs, Medicaid and Medicare and coordinates transportation for clients if needed
- Submits timely progress reports to the Program Coordinator
- Maintains accurate records and statistical data on all individuals approached and referred as well as case management documents and files for clients receiving longer-term care of additional services
- Engages potential landlords and current landlords with landlord initiatives and incentives
- Assists clients living on the streets to obtain the necessary resources and provide case management as needed
- Provides ongoing assessment of needs and facilitates goal-directed activities with homeless persons with objectives of assisting the client in securing access to housing and use of community services and resources that will enable and support progress toward his/her established goals
- Provide outreach and crisis intervention services to enable the client's timely acquisition of those services appropriate and necessary to crisis stabilization and/or hospital diversions
- Develops and maintains a Housing Inventory Database that tracks available units and specific criteria for each property
- Other duties as assigned

Qualifications:

- Minimum of three years' experience in the human services field.
- Knowledge regarding homelessness
- Familiarity with homeless services is necessary
- Experience working with the homeless population
- Excellent written and oral communication
- Strong prioritization skills
- Exceptional organization and attention to detail
- Ability to handle multiple tasks in a deadline-oriented environment
- Background clearance check required for employment



- A valid Florida's driver's license

Additional Requirements:

- Culturally responsive to the population being served in the development, design, monitoring, evaluation and/or implementation of programs and services.
- Respects the confidential nature of certain information exposed to in the course of work performance.
- Must have the capacity to deal with diverse variety of people often in a crisis situation, know how to manage and coordinate volunteers and projects; knowledge of how to deal with sensitive and confidential information.

Compensation and Benefits:

- Hourly Compensation: \$19.25

Benefits

- Flexible Schedules
- Telecommuting
- PTO
- Paid Holidays
- Mileage Reimbursements
- Career Development Opportunities
- Direct Deposit
- Company Swag