



## **JOB DESCRIPTION**

**POSITION TITLE** | EUMA Housing Specialist

**REPORTS TO** | Director of Housing

**SALARY/BENEFITS** \$12.00 - \$15.00hr with benefits for qualified applicants

**JOB TYPE** | Grant-funded and Full Time with Benefits

**ESSENTIAL JOB TASKS:** Perform client intakes. Gather and complete all required paperwork. Recruit and maintain relationships with Landlords. Assist in locating and securing permanent housing. Maintain EUMA's confidentiality and data base of records. Maintain shared outlook calendars. Perform general administrative functions including creating/formatting documents and handling incoming/outgoing correspondence.

**WORKING CONDITIONS:** The position is based in an office environment located at The Refuge, but will require frequent travel to rental properties and to social service organizations including emergency shelters. It is important to keep calendar and Director of Housing updated daily with all appointments which includes client/landlord names and address.

**JOB DUTIES:** EUMA's housing specialist will lead EUMA's effort to end homelessness for the chronically homeless single men, women, youth, families with children and others. This position is grant funded and will work to house clients in any and all Rapid Rehousing Programs on EUMA's behalf.

The Housing Specialist will:

- Rapidly find and secure permanent housing;

- By building relationships with landlords so EUMA staff and homeless clients have access to as many housing units as possible;
  - Secure housing as quickly as possible of the client's choice after a person or family becomes homeless; and
  - Limit the time a family or individual spends homeless by moving people into housing within 30 days or less.
- Gather and complete all required paperwork
    - Reason for homelessness
    - 3<sup>rd</sup> party verification (letter from shelter they are coming from)
    - Mental Health diagnosis from safe harbor or stairways
    - Income verification – either paystubs or SSI/SSDI
    - Ensure all information is completed on intake form
    - Complete EUMA Rent Calc forms and give Landlord Payment Schedule to Director of Finance and Administration
    - Provide requested information to the Administrative office in a timely manner
    - Any other information requested by Director of Housing
  - Work with EUMA's finance department to PAY for permanent housing;
    - By paying for first month's rent, security deposits, move-in expenses and rent for as short a time as possible.
    - Notify Director of Finance and Administration immediately of any changes to landlord payment schedule
  - Ensure formerly homeless people STAY permanently housed;
    - Negotiate with landlords on rent amounts, application fees, utilities, etc to ensure affordability to client
    - By helping them resolve issues that may threaten housing stability, including conflicts with landlords or neighbors
    - Provide mediation and advocacy with the landlord's on the client's behalf
  - Professionalism
    - Communication – Communicate effectively and appropriately in a pleasant and polite manner.
    - Boundaries – Maintain professional boundaries with individuals and families in Rapid Rehousing program by not becoming emotionally invested in their individual problems. Maintain a professional working relationship with landlords.
    - Relationships - Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment

- Efficiency
  - Planning ahead, managing time well, being on time, sharing better ways to do things
  - Take ownership of work, doing what is needed without being asked, following through

**QUALIFICATIONS:**

- Commitment to EUMA’s (Erie United Methodist Alliance) mission, vision and core values;
- Passionate about implementing housing first principles;
- Bachelor’s Degree in Social Work or related field and/or three to five years related work experience;
- Knowledge of community resources;
- Computer knowledge;
- Those with lived experience should apply;
- Must have access to full-time private transportation and a valid PA driver’s license;
- Must have or be able to obtain Acts 33/34 clearances and pass an FBI fingerprinting clearance; and

**SKILLS NEEDED** | Ability to perform basic mathematical computation to determine household income. Computer literacy and data entry skills, including use of the Internet. Customer service skills to handle both external and internal customer needs. Strong verbal and written communications skill. Ability to meet deadlines through use of time management and organizational skills. Must be able/available to provide services at locations throughout Northwest Pennsylvania. Must have excellent phone skills to gather information via phone and email. Must possess strong interpersonal skills to work effectively with vulnerable populations and community agencies.