



**Date: March 2024**

**Position: Housing Stability Specialist**

**Reports to: Housing and Street Outreach Manager**

**Compensation Status: Full-Time Salary**

**POSITION PURPOSE:**

Utilize person-centered, trauma-informed case management techniques to promote and provide housing stability for individuals experiencing homelessness through the Together Horizons Housing Stability Program. Work to identify participants' barriers and available resources surrounding housing stability and collaborate with participants to develop and enact individualized housing stability plans to work toward self-sufficiency. Assist participants through the intake, housing search, move-in, and initial stabilization phases of "Housing First" rapid rehousing programming. Maintain a caseload of participants providing regular review of their individualized housing stability plan, connect participants with resources and problem solve any issues that should arise. Develop and maintain positive, collaborative working relationships with Together team members, MACCH Street Outreach Team, MACCH Staff, local emergency shelter staff, landlords and numerous other community partners to ensure timely service connections and positive outcomes for program participants. Thoroughly and accurately document efforts in HMIS (Clarity) and/or other means as needed to meet Together and/or funder requirements and assist Horizons leadership in measuring the effectiveness of various program approaches. Maintain flexibility in order to adapt to evolving program practices and priorities, assisting where needed to support Together, the Horizons Housing Stability Program and its participants.

**ESSENTIAL JOB FUNCTIONS:**

- Upon receipt of potential participant names, review referred participants' HMIS client records, updating and verifying information to ensure data accuracy and eligibility for Together's Horizons Program.
- Locate and engage individuals and families referred for Together's Horizons Program. Work from referred participants' contact information, last known whereabouts, reported sightings, and other sources as needed to locate potential participants including emergency shelters, encampments, etc.
- Utilize the Coordinated Entry Assessment and the Housing Search Questionnaire to measure newly placed program participants' circumstances including, but not limited to, housing, income, employment, health, behavioral health, food security, access to transportation, life skills and identify barriers.
- In collaboration with the participant, determine whether an individual's financial path to housing stability is likeliest to be through pursuit of employment, SSI/SSDI or other social safety net benefits, obtaining a public housing voucher, financial planning/budgeting, resource management education, or a combination thereof.
- Prior to program entry, assure that participant is informed and understands the program requirements to include the monthly case management requirement and termination of assistance.
- Participate in landlord engagement, housing search, leasing activities and move-in logistics for newly enrolled program participants; maintain positive relationships with property owners.
- Review lease before participant signing to assure it meets regulatory requirements and program guidelines. In addition, review for rent reasonableness.
- Perform a HUD Housing Quality Standard (HQS) inspection on all properties for participants utilizing HUD funding prior to lease-signing and again annually.

- Assure rental insurance is secured before participant move-in and maintained throughout their enrollment in the program.
- Attend MACCH's Homeless Review Team, MACCH General meeting and other meetings as assigned.
- Maintain and provide case management to a caseload of participants enrolled in the Horizons Program and assist participants in attaining their goals in moving toward a path of self-sufficiency.
- Assist participants in assuring rent and utilities are being paid on time while working toward participant self-sufficiency with on-time bill paying through monthly budget review.
- Maintain frequent contact with program participants, including at minimum monthly contact not limited to home visits, periodic phone calls, emails, or office visits to meet participants' individual needs.
- Document all participant contacts, case management activities, status updates, assessments, and any additional required or requested documentation in participant hard files and in HMIS (Clarity) and/or other data capture mechanisms as required. Documentation must be thorough and legible.
- Conduct and document required assessments (including tools utilized for assessment) of participant supportive service needs initially, ongoing and annually.
- Connect participants with supportive services through community partnerships. Maintain active list of community partnerships and the services they provide.
- Maintain program participant records in a professional, confidential, and orderly manner.
- Complete required trainings in a timely manner.
- Transport program participants in agency vehicles when necessary to support individualized housing stability plan.
- Other duties as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Commitment to Trauma-Informed Care practices and Housing First.
- Outstanding interpersonal, communication, planning, and organizational skills, with a positive, proactive approach to problem-solving and commitment to open dialogue.
- Possesses strong ethics and boundaries.
- Ability to work independently, effectively organizing time in a fast-paced environment and adapting to shifts in priorities, when necessary, while also working collaboratively
- Desire to learn and grow, with ability to embrace feedback and integrate new knowledge into approach.
- Commitment to social justice and cultural proficiency in working with people from all backgrounds and family compositions.
- Engagement during assigned hours, while maintaining flexibility to meet the scheduling needs of program participants.
- Professional appearance and manner.
- Proficiency in Microsoft Office applications and general office equipment.
- Experience with HMIS (Clarity or Service Point) preferred.
- Knowledge of community resources and service systems responsive to the needs of people experiencing homelessness.
- Must have valid driver's license and history of safe driving. May require utilization of your personal vehicle to provide case management that does not require participant transport.

#### **EDUCATION AND EXPERIENCE:**

- Experience working directly with persons experiencing or at risk for homelessness, preferably in a case management role.

- A.S. degree in Human Services or related field and/or one to three years' experience working in human services/social justice preferred.

**NOTE:** This job description is intended to describe the general nature of the work being performed by a person in this position. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

**To apply, please submit your cover letter and resume to:**

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