



Position: United Healthcare Housing Engagement Specialist

Reports to: Senior Director of Crisis Engagement Program

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's United Healthcare Housing Engagement 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" United Healthcare 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 and collaborate with the MACCH Street Outreach Team, MACCH Homeless Review Team, 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 Together and United Healthcare 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 the Crisis Engagement program and its participants.

ESSENTIAL JOB FUNCTIONS:

- Responsible for verifying and documenting the eligibility of applicants and maintaining comprehensive service records for all approved or denied clients.
- Assist participants in locating, securing and retaining suitable housing.
- Assists the participant in identification of strengths, needs and goals, including meeting obligations of tenancy to maintain their home and reducing risk of harm to themselves and others.
- Develops a housing stability plan in cooperation with the participant and United Healthcare.
- Assist participants in increasing financial security by accessing, maintaining or improving employment and/or benefits.
- Assist United Healthcare and participants develop health management plans and goals.
- Assist participant in understanding care plans and instructions.
- Motivate participants to be active and engaged in their health and housing.
- Teach/coach participants to develop communication and self- advocacy skills.
- Ensures safety and security measures for in-home services are followed.

- Ensure required information is collected, entered into prescribed formats, and reported in a timely manner – as outlined by Federal funding and internal reporting guidelines
- Develops and maintains positive working relationships with United Healthcare staff, landlords, participants, referral sources, and others encountered in the course of work.
- Provides problem solving and crisis intervention services to empower participants to develop self-sufficiency.
- Demonstrates knowledge of current community and Together’s stability programs and resources to effectively meet participant needs.
- Evaluates efficiency and effectiveness of community service providers on an ongoing basis to ensure participants are receiving quality care.
- Utilizes trauma-informed care and culturally competent principles in providing services to participants.
- Able to establish regularity and dependability in scheduling all appointments and accuracy in reports and statistics.
- Always displays a courteous and caring attitude to the clientele, volunteers, and visitors of the Agency.
- Abides by all specific program and Together’s procedures, policies, and requirements.
- Able to evaluate Together’s program services and make recommendations.
- Develops personal and program related skills through participation in internal and external training opportunities including printed material and audio and/or visual media.
- Strives to make connections between the agency and the larger community whenever possible in order to contribute to the agency’s ongoing fundraising and friend-raising efforts.
- Essential functions of this job are to be performed on the company physical work site and at times in the participants homes.
- Serve as the primary LEAD for the United Healthcare project, InReach Engagement Specialist will first report to Housing Engagement Specialist.
- Performs other program related duties as assigned
- Other duties as assigned

Knowledge and Skills:

- Ability to engage and build strong working alliances with program participants
- Ability to work in both a team environment and independently with minimal supervision
- Ability to respond to stressful situations in a flexible and professional manner
- Strong organizational skills, attention to detail
- Exceptional oral and written communication skills
- Computer skills, to include Microsoft Office and database management



Other Duties

Please note these job duties, responsibilities and activities may change at any time with or without notice.

Qualifications

Required Education and Experience

- Minimum A.S. degree in Human Services or related field and/or one to three years' experience working in human services/social justice; prefer experience working directly with people experiencing or at risk for homelessness.
- Intermediate computer skills in Microsoft Word, Excel and Outlook.
- Possess a valid driver's license and have access to a dependable means of transportation that is properly insured and operated in accordance with all laws. Agency insurer authorization is required.
- Ability to pass a criminal background check. Must maintain good relationships with consumers, co-workers, government and civic representatives, as well as community members within whom the Agency is transacting business and relate to them in a professional manner.
- Direct service experience with high risk/high need populations and/or history of employment in customer service required; experience in a multi-service nonprofit is a plus.
- Oral and written fluency in both Spanish and English preferred.
- CPR and First AID Certification preferred.