

JOB DESCRIPTION

Title: Housing Support Specialist	Division/Department: Community Programs
Department: Supportive Housing	FLSA (Fair Labor Standard Act) Status: Non-exempt
Reports To: Housing Coordinator	Employment Status: FT

SUMMARY

This position will provide Outreach, Housing Transition and Tenancy Sustaining Services to participants. This staff person will provide recovery-focused, culturally relevant services to the individuals served by the grant. This individual will provide support and services to individuals in single site apartments or, if eligible, to individuals in select board and lodging programs within the Minnesota Prairie County Alliance area who meet eligibility for the program based on the program criteria. The person that holds this position must have a *philosophy of promoting and fostering housing stability for the residents*.

Under supervision of the Housing Coordinator and the Clinical Supervisor, this position completes intakes for the program, conducts supportive housing case assessments, develops appropriate community-based care plans that assist the individuals in locating, obtaining, maintaining and/or stabilizing housing; as well as becoming involved members of the community. This individual will assist the participants in understanding and complying with their obligations under their leases. This staff person may act as a mediator with the property manager. The staff person will track, provide and enter needed data and reports for the funding entities.

The Housing Support Specialist will educate the resident about, and encourage participation in, activities that support community building and assist the resident in developing social skills so they feel a part of the community. This staff person will coordinate with other service providers assisting the resident. This position will educate and offer suggestions for how best to support the client's in their recovery. This position will develop and maintain relationships with area landlords and property management agencies to assist in coordinating and advocating with these providers as needed.

Primary Responsibilities:

- 1) Provides the direct services of Outreach, Housing Transition and Tenancy sustaining Services.
- 2) Completes screenings to determine eligibility for programs.
- 3) This individual will process applications and referrals for the program and ensures completion of required applications for housing subsidies, including but not limited to:
 - a) Verifies the participants' eligibility for the program.

- b) Completes a Habitability Inspection of an apartment unit if needed for funding eligibility.
 - c) Organizes for completion and documentation of the GRH Professional Statement of Need and/or Diagnostic Assessment if needed.
 - d) Gather data required for the program.
 - e) Assists the resident in completion of GRH, MHCP, Section 8, Bridges, and other applications as needed to access funding or programs needed by the participant.
 - f) Submits necessary documentation to the county to obtain the required vendor number for each site.
 - g) All documentation and paperwork necessary for South Central Human Relations Center billing and compliance needs.
- 4) Assists the eligible candidate in finding and obtaining a suitable apartment that meets the needs of the participant and the guidelines for a housing subsidy if needed.
- 5) Directly provides, or arranges for, the following supports for the individual residents of the program:
- a) Transportation to necessary medical and programming appointments
 - b) Scheduled and facilitates a variety of meetings and appointments
 - c) Arranges for appropriate medical and social services
 - d) Provides the resident with prompts and reminders for prescribed medications
 - e) Provides supervision of the housing setting
 - f) Provides support, guidance or assistance with laundry
- 6) Completes an assessment of functioning at intake and then quarterly
- 7) Assists the participants in developing and reviewing quarterly an Individual Case Plan.
- 8) If a participant is in the GRH with Supports for LTH, this staff will manage and oversee the GRH Room and Board funds to ensure rent and utilities are paid and works with the resident to determine how to spend any additional dollars in a manner that supports them living as independently as possible. For example, these funds could be used for additional food, phone cards, bus/taxi service, paper products, kitchenware, etc.
- 9) Completes and maintain accurate case records, reports, billing and paper work in a timely manner.
- 10) Accrues, compiles and reports data required by funders and licensors.
- 11) Maintains compliance with South Central Human Relation Center, Inc. and HIPPA regulations regarding confidentiality of clients/records/sharing information between service agents.

- 12) Compiles and enters data as needed for state and funding guidelines.
- 13) Ensures that proper releases of information are signed by client.
- 14) Interacts professionally with internal and external customers and providers.
- 15) Advocates and assists the residents in accessing needed resources. Monitors relevant services/resources currently available in the community. Works creatively to remove existing barriers to these services. Works with community contacts in identifying service gaps in local care systems and developing new services for families and children.
- 16) Maintains Client Case Records. Opens case file. Ensures all relevant documents are current and maintained in files; including letters, medical reports, test results, case plans, court orders, social service forms, documentation for revenue reimbursements, purchase of service contracts, and case narratives. Documents all necessary information supporting eligibility for services provided.
- 17) Interacts Positively with Internal and External Customers. Communicates and interacts effectively and respectfully with employees, supervisors, program coordinator, individuals from other organizations, and customers.
- 18) Performs the Physical Demands of the Position.
- 19) Attends work during regularly scheduled hours which are 8:00 am to 4:30 pm or 8:30am to 5:00pm.

SECONDARY RESPONSIBILITIES:

1. Participates in Professional Staff Development. Participates in training and education opportunities to maintain and improve proficiency. Attends and participates in professional organizations. Reads appropriate journals and articles. Associates with agents and departments from other counties and states to learn about and maintain professionalism.
2. Performs Other Related Functions as Apparent or Assigned. Performs miscellaneous projects and completes various tasks as requested by management

JOB SPECIFICATIONS

Education, Experience and Credentials

1. Must pass required Applicant Background check
2. Be 21 years of age or above

3. Have a valid driver's license
4. Complete the following two online trainings.
 - Vulnerable Adult Mandated Reporting from the department, and
 - GRH orientation
4. And, have at least one of the following:
 - A course study in a health or human services-related field leading to a Bachelor's of Arts, Bachelor of Science, or associate's degree; or
 - One year experience with the target population served (can include being a member of the target population served); or
 - Experience as a Minnesota Department of Human Service certified peer specialist; or
5. Have a High School diploma

Level of Access for Electronic Protected Health Information

- Clinical level

Required Knowledge, Skills, and Abilities:

- Ability to handle confidential information responsibly
- Ability to listen, comprehend, and effectively communicate information both written and orally with all individuals.
- Availability and flexibility to work flexible hours, based on client needs.
- Knowledge of mental health treatment services.
- Knowledge of chemical health issues and services
- Knowledge of supportive housing issues.
- Knowledge of departmental regulations and policies.
- Ability to make decisions independently within ascribed authority.
- Ability to interview and elicit facts and accurate data pertinent to community-based care plans.
- Ability to maintain patience, confidence, and composure under pressure or adverse circumstances.
- Ability to schedule one's time and activities efficiently.

Physical Demands/Work Environment:

- Requires staff person to work inside, outside, alone, with others, around others,

and have contact with the public.

- Must be ambulatory with ability to walk up and down steps regularly and rapidly.
- Must be able to supervise residents in medication self-administration with accuracy.
- Must be able to perform reaching and lifting of up to 30 pounds
- Must maintain a valid Minnesota driving license and safe driving record.
- Requires the individual to meet with the participants in their apartments.
- Activities that occur continuously are: talking, hearing, and using near vision.
- Activities that occur frequently are: using far vision, sitting.
- Activities that occur occasionally are: standing, walking, depth perception and visual accommodation.
- Activities that occur infrequently are: bending, stooping, pushing, pulling, twisting, climbing staircase, reaching at, above, and below shoulder level with both shoulders individually or at the same time, use of fingers and hands for handling and fine manipulating, the use of both feet for repetitive movements, utilizing color and peripheral vision, lifting, and carrying up to 30 pounds.

EQUIPMENT UTILIZED:

Uses general office equipment including but not limited to: calculator, computer (word processing, electronic records, email, internet, scan, fax and reviewing spread sheets), copy machine, telephone, cell phone, file cabinets, and printer. This position **does** require the operation of an automobile.

Work Environment

- Most frequently in residents home and other community settings.
- Organizing and facilitating meetings with client and providers in a variety of community locations and settings.