



FLSA Status: Exempt Learned Professional
Annual Salary Range: \$40,000 - \$50,000
Prepared: 07/2021

Housing Specialist

Organizational Overview:

HCSF is a private, not-for-profit corporation created under Chapter 408.033, Florida Statutes, with the mission of providing coordinated health planning designed to enhance the provision of accessible, affordable and high-quality health care services to all persons residing in the service district, defined in the enacting legislation as Miami-Dade and Monroe Counties. HCSF is one of eleven local health planning councils under contract with the Florida Department of Health to perform various health care service responsibilities as designated in the statute. Florida Law establishes local health councils as a network of non-profit agencies that conduct regional health planning and implementation activities. HCSF has a long history and a broad range of experience in health services planning, research and community involvement.

Local health councils work with the various communities on efforts designed to improve access to health care, reduce disparities in health status, assist state and local governments in the development of sound and rational health care policies and advocate on behalf of the underserved.

Health Council of South Florida is an "at-will" employer as defined by the laws of the State of Florida. Consequently, employees serve at the pleasure of the Council and shall not have any property interests or entitlements to continued employment. The employment relationship can be severed at any time by either HCSF or the employee for any reason or no reason, except for an unlawful reason. Lack of funding, including curtailment of grant funding can be a cause for HCSF to terminate the employment relationship.

Summary of Work:

The Housing Specialist will provide housing focused specialized services to homeless persons and assists with housing search and placement along with leveraging supportive services that will assist the participant household to maintain permanent housing. The Housing Specialist will be using housing first approach, and best practices in all interactions with guests. The Housing Specialist should adopt and practice the following models: Trauma Informed Care, Motivational Interviewing, Progressive Engagement, Person Centered Case Planning, Harm Reduction, among others HF emerging models.

The Housing Specialist requires a high degree of ethic, compassion, professionalism, commitment, flexibility, accountability, and adaptability in order to maintain an environment of dignity, respect and cooperation.

This is a full-time position reporting to the Director of Operations.

General Statement of Duties:

Work involves orienting all eligible participants to the program and providing housing search and supportive services to promote participants self-sufficiency, integration into the community, and permanency in housing; performing administrative tasks involved in the review and maintenance of a caseload of program participants. The principal duties are performed both in a general office environment and in the field and community where program participants reside.

Essential Functions

This list is not exhaustive and may be supplemented as necessary.

- Conduct client intake, including review of program assistance, expectations and client's obligations and rights under the program.
- Assess housing barriers of persons experiencing homelessness to determine housing and service needs.
- Assist clients in developing housing search plans. This shall include intake interview to determine client's needs and goals as it relates to housing needs and choice.
- Assist clients in development of a strength-based/solution-focused individualized goal and action plan that promotes permanent housing and self-sufficiency; develop an effective, timely referral network in order to ensure ongoing direction and support as needed.
- Identify clients strengths and barriers to stability and assist clients to reduce barriers and linking to resources and services.
- Assist in development of and encourage adherence to a personal budget through pro-active housing and budget counseling sessions; provide budget counseling and education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.
- Assist clients in locating and securing housing of their choice.
- Provide advocacy with landlords on the client's to obtain housing.
- Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies).
- Serve as an ongoing liaison between landlords/property managers and clients.
- Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
- Provide pro-active follow-up by phone and home visits to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing

isolation, listening, problem solving, and identification of resources to assist with reintegration of clients in the community.

- Accurately complete all required program forms.
- Maintain accurate daily case note records, client status reports, and files for each client.
- Collect and report program data, including but not limited to HMIS reporting and funders' required data.

Educational and Work Experience:

Minimum of a bachelor's degree in social work or related field is required. Minimum of three (3) years of practical experience as a case manager in a social services agency or equivalent, or a minimum of one (1) year practical experience working with permanent housing providers and experience with the housing and rental market in Miami-Dade County.

Knowledge, Skills, and Abilities:

- Requires knowledge and belief in "Housing First" philosophy and strategies.
- Excellent communication skills, particularly listening, mediation, and writing skills.
- Ability to work collaboratively with program team members.
- Possess strong organizational skills with ability to meet a demanding workload.
- Detail oriented to complete requirements of files and contract compliance.
- Creative thinker/adaptive personality.
- Knowledge or understanding of tenant's rights and responsibilities as well as "strengths based" case management.
- Concentrated record keeping, budgeting, and mathematical skills; ability to accurately prepare and maintain all required program forms and to support program staff in producing required reports to federal, state, and local government agencies and funding sources.
- Demonstrated knowledge of community resources, social service agencies, and landlords.
- Experience with computer and knowledge of Microsoft Office, Google Docs and Google Drive.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- A commitment to empowering others to solve their own problems.
- A conviction about the capacity of people to grow and change.
- The ability to establish and set appropriate limits with persons served to help them gain skills and confidence.
- The ability to work collaboratively with other personnel and/or service providers or professionals.
- The capacity to maintain a role to empower clients and to intervene appropriately to meet service goals.
- Fluency in the English language is required. Spanish speaking ability is an added asset but is not required.

Other Requirements:

- Must complete a satisfactory local and level II background screening
- Possess a valid State of Florida Driver's License
- Means of transportation for occasional local travel in both Miami-Dade County as well as other travel, if needed
- Physical demands are minimal for this position, and include sitting, standing, walking reaching, light-lifting (less than 25 lbs.) and any other office situation. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions
- May require extended working hours and flexibility with scheduling, as necessary
- This position requires a minimum of two weeks' notice, prior to voluntary resignation.