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## **Position Title: Core Services Specialist**

*Information & Referral/Housing Navigation*

**Location:** Hybrid

**Status:** Part-time with the potential to expand to full-time

**Reports to:** Director of Programs

### **Position Summary**

Independence Alliance is seeking a compassionate, organized, and resource-savvy **Core Services Specialist** to support people with disabilities in accessing housing, community resources, and Independent Living services.

This position combines the functions of **Information & Referral and Housing Navigator Specialist**, serving as a central point of contact for individuals seeking community-based supports and stable housing. The Core Services Specialist works alongside consumers to identify barriers, explore options, and take meaningful steps toward safe, affordable, and accessible living in the community.

### **Key Responsibilities**

#### **Information & Referral (I&R)**

- Serve as a first point of contact for people seeking Independent Living services and disability-related supports
- Provide timely and accurate information and referrals related to housing, benefits, transportation, healthcare, food access, and other community resources
- Conduct needs assessments to determine appropriate services and referrals
- Track inquiries, referrals, and outcomes in required databases

#### **Consumer Support & Navigation**

- Work collaboratively with consumers to identify goals and overcome barriers to independent living
- Provide housing-focused problem-solving and navigation support
- Use trauma-informed, culturally responsive, and disability-affirming practices
- Participate in outreach and community partnerships as needed

#### **Housing Navigation**

- Assist consumers in identifying and applying for accessible, affordable, and appropriate housing

- Support individuals with housing searches, applications, waitlists, documentation, and follow-up
- Maintain a housing referral listing of wheelchair-accessible and disability-accessible units
- Network with landlords and housing providers to expand housing opportunities for people with disabilities
- Coordinate participation in the Ohio 811 Housing Locator Program
- Coordinate with housing providers, case managers, and support agencies as needed, with consumer consent

### **Qualifications**

- Bachelor's degree and/or relevant social service experience, preferably working with people with disabilities
- Broad knowledge of community resources, preferably in Greater Cincinnati and Northern Kentucky
- Strong organizational, interpersonal, and communication skills
- Ability to work both independently and collaboratively as part of a core services team
- Strong problem-solving skills and ability to manage multiple priorities
- Proficiency with computers, databases, and standard office software

### **Preferred Qualifications**

- Lived experience of disability (strongly encouraged to apply)
- Experience with Information & Referral, housing navigation, or affordable housing systems
- Familiarity with housing vouchers and/or supportive services
- Bilingual or multilingual abilities

### **To Apply**

If you have the required experience and skills, please submit a **resume and cover letter** describing your qualifications, strengths, and relevant experience by email. The selected candidate must successfully pass a criminal background check and drug screening.

### **Independence Alliance**

Attn: Director of Programs

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Cincinnati, Ohio 45206

Email: [suzanne@independencealliance.org](mailto:suzanne@independencealliance.org) Website: [www.independencealliance.org](http://www.independencealliance.org)

*Independence Alliance is an equal opportunity employer committed to building a team that reflects the diversity of our community. We offer equal employment opportunities to all applicants.*