



Crossroads
for Women

Job Title: Housing Specialist
Department: Crossroads for Women
Supervisor: Clinical Director
Pay Range: \$30,000-34,000 Salary, Full-Time (40 hours per week) *salary dependent on experience*

Job descriptions are intended to present a general list of tasks/duties performed by employees. Job descriptions are not intended to reflect all duties performed within the job. Nothing in this job description forms or is intended to form a contract of employment. Employment with Crossroads for Women is at will.

ABOUT CROSSROADS FOR WOMEN

Crossroads for Women works to break destructive cycles and support women to build their lives. The Crossroads delivers Therapeutic Day Treatment services in support of women in permanent supportive housing and transitional living in therapeutic communities. Crossroads for Women provides comprehensive, integrated services to support women working to break the cycle of homelessness and incarceration. Women receive support in building healthy, stable, and self-sufficient lives in the context of their family, community, and culture. Recognized by the New Mexico Legislature for outstanding services to the community, Crossroads for Women operates on a \$2M annual budget, with a staff just shy of 40 people and many community volunteers in four locations across central New Mexico.

POSITION SUMMARY

A Housing Specialist is someone who works with clients to help them achieve immediate and long-term housing goals. The Housing Specialist will work with clients to obtain housing that is appropriate for the needs of women participating in the program. For women transitioning in or out of our housing, this position will ensure that every household contains what it needs to adequately support our client's needs.

Together with other members of the staff team, the Housing Specialist will assist in:

- Work with our dedicated team of professionals to assess the housing needs of women entering and exiting our permanent supportive housing
- In coordination with client's assigned case manager create an Individual Housing Plan with each woman
- Work closely with the women to help them identify and achieve immediate and long-term housing goals
- Support permanent housing
- Negotiate lease agreements with landlords

- Secure through donation and other means, household furnishings, small appliances and cookware
- Assist with coordination and process to ensure adequate furnishings are in each Crossroads for Women housing unit prior to client occupancy (this includes participation and/or coordination of receiving donations, and accessing the storage units to obtain needed items and transport them to the units)
- Assist with identification of post-program housing for clients who obtain their own housing
- Conduct federally mandated housing quality inspections
- Apply for housing programs such as section 8 and other low-income housing programs
- Advocate on behalf clients to landlords and housing agencies
- Complete documentation of services in an accurate, thorough, and timely manner

REQUIREMENTS

Education

- Bachelor's degree in Human Services or related field
- OR a two-year human services related degree and two years of related experience

Knowledge

- Requires knowledge and belief in trauma-informed, gender specific, and culturally competent service delivery
- Working knowledge of Housing First philosophy and strategies
- Understanding of tenant and land lord rights and responsibilities
- Demonstrated knowledge of community resources, social service agencies, and landlords
- Fluency in the English language is required; Spanish speaking ability is an added asset, but is not required

Qualities

- Detail oriented to complete requirements of files and contract compliance
- Creative thinker/adaptive personality
- Valid driver's license and a car
- Able to establish and maintain healthy boundaries
- The ability to work collaboratively program participants or with other personnel and/or service providers or professionals

Skills

- Excellent communication skills, particularly listening, mediation, and writing skills
- Possess strong organizational skills with ability to meet a demanding workload
- Strength-based approach to case management and ability to serve diverse populations in an empowering way
- Ability to develop and maintain record keeping ability to produce required reports to federal, state, and local government agencies and funding sources
- Budgeting, and mathematical reasoning
- Computer literacy and comfort with Microsoft Office

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit for long periods of time. This position requires long periods of computer usage including typing and viewing a monitor. The employee frequently is required to use hands, fingers to handle and feel. The employ will be required to drive between agency offices and client's homes and support in the transportation of clients. The employee must be able to lift and/or move up to 50 pounds. The employee must be able to participate in the physical labor of moving furniture and household items utilizing agency vehicles. Specific vision abilities required by this job may include close vision, distance vision, and depth perception. Speak and hear face to face. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

GENERAL STATEMENT OF DUTIES

Provides a variety of office and field activities to manage and monitor the permanent supportive housing program for individuals and families, performs direct client services, and compiles related documentation. This position will act as the point of contact for ALL of Crossroads for Women program housing, using the housing@crossroadsabq.org e-mail for housing applications. 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.

Housing Case Management — 40% of time

1. Review and distribute housing applications to appropriate housing program within Crossroads for Women.
2. Utilize the Coordinated Assessment System to identify potential housing candidates.
3. Together with other staff, assist with conducting the Coordinated Housing Assessment on The Crossroads housing applicants as reasonable.
4. Assess housing barriers of individuals and families experiencing homelessness to determine housing needs.
5. Assist in the development of a long-term housing procurement, financial, and self-sufficiency case management plan with clients.
6. Assist with the attainment of housing eligibility documentation for clients entering HUD funded housing.
7. Assist participants in locating and securing housing of their choice.
8. Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.

9. Coordinate with Vocational Services in developing and encouraging client 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.
10. Identify participant strengths and barriers to stability and assist participants to reducing barriers and linking to resources and services.
11. Transport clients as deemed necessary. Transportation requirements should be limited to housing related activity.
12. Plan, design, and implement housing groups on a monthly basis based on client needs and interests
13. Conduct and document collaborative home visits with women on The Crossroads caseload related to the independent living service domain.

Landlord Tenant Relations —30% of time

1. Analyze and demonstrate that new and current leases are within fair market value.
2. Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
3. Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors, and creditors).
4. Serve as an ongoing liaison between property managers and participants as well as between participants and neighbors.
5. Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.

Project Communication and Reporting —30% of time

1. Develop expertise on HUD policies and procedures.
2. Conduct rent reasonableness analysis at intake and annually to assure housing costs are consistent with federal standards.
3. Prepare and maintain leasing files for each housing unit and prepare for review by the Clinical Director and Chief Financial Officer for payment with ample time for processing.
4. Prepare and maintain files for each property ensuring that each file contains all required documentation under HUD regulations.
5. Collect and report program data, including but not limited to HMIS reporting and funders' required data.
6. Complete all appropriate monthly and annual report forms.
7. Maintain a complete working file providing activity documentation and copies of all corresponding paperwork.

Other Functions

1. Participate in agency-wide meetings, events, and initiatives.
2. Assume other responsibilities as assigned.

Goals and Measureables

1. Within 30 days of intake into the permanent supportive housing program, 90% of clients will have identified suitable housing.
2. Within 30 days of identifying suitable housing, 98% of clients will have a third party lease agreement.
3. Transitional housing will remain at 95% of capacity throughout the grant year.
4. Within one month of completion of the transitional housing programs, 100% of clients will have identified safe, stable, and secure housing.

Crossroads for Women is an Equal Opportunity Employer. If interested please email your resume, cover letter, unofficial transcripts, and three professional references to: employment@crossroadsabq.org or send the same to Employment, Crossroads for Women, 805 Tijeras NW, Albuquerque, NM 87102.