



## Job Description – Housing Specialist

**TITLE:** Housing Specialist

**ACCOUNTABLE TO:** Program Manager

**BASIC FUNCTION:** The basic function of the Housing Specialist at Tampa Crossroads, Inc. is to develop and nurture landlord partnerships, provide housing search and placement support, perform unit inspections, assist with housing counseling, and perform other related duties in compliance with programmatic requirements. This position works collaboratively with program staff and CoC partners to assist participants with identifying and securing safe, affordable permanent housing.

### **ESSENTIAL JOB RESPONSIBILITIES:**

- Work collaboratively with case managers and other program staff to assist eligible individuals and families locate, obtain, and retain suitable permanent housing.
- Research and network to develop a database of landlords who are established partners with the program as well as those who have expressed an interest and/or have been identified for program engagement.
- Perform outreach to property owners and perform targeted searches on behalf of program participants with barriers or other specified needs.
- Partner with client's Case Manager to assess housing barriers and preferences to determine appropriate housing.
- Complete a review of housing selected and where people are residing for its adequacy and quality.
- Perform a Habitability Standards Inspection to document compliance if qualified, or arrange for the HQS for newly selected housing units (move-ins).
- Ensure selected units are "rent reasonable" according to HUD standards comparing the current or selected property with other comparable non-assisted properties in the area.
- Verify with the appropriate municipality's code enforcement office that there are no open, outstanding code violations at the address of the housing unit.
- Promote collaboration within the CoC by working in coordination with the community providers and landlords to assist the homeless population with accessing safe, affordable housing.
- Assist program staff with landlord mediation as necessary to ensure relationships remain positive.
- Maintain familiarity with all Tampa Crossroads program specific policies and procedures.
- Stay current on Landlord/Tenant laws
- Apply knowledge of "Housing First" philosophy and strategies to meet service goals.
- Transport clients as deemed necessary to assist with viewing prospective housing
- Other duties as assigned.

### **REQUIREMENTS:**

**A. Education:**

Prefer a Bachelor's degree in Human Services with a minimum of 1 year relevant experience. Or will consider an Associate's Degree with a minimum of two years of relevant field experience.

**B. License(s), Certification(s):**

Valid Driver's license required.

**C. Experience:**

Experience based on educational requirements.

**D. Skills, Knowledge, Abilities:**

*Interpersonal:* Must be able to interact effectively with clients, staff and stakeholders. Must be highly organized and display excellent time management skills. Must display the ability to follow-through on all tasks, as well as follow up as needed.

*Oral Communication:* Excellent oral communication skills required to effectively communicate with clients, staff, and stakeholders regarding program expectations, rules & regulations, policies & procedures, and satisfaction.

*Written Communication:* Ability to interpret logs, reports, inventory, and inspections. Must be able to write clear, concise notes and reports. Must display proficiency in correct grammar and spelling.

*Problem-Solving:* Ability to plan to be pro-active rather than re-active. Must be able to display strong analytical, mediating, negotiating and critical thinking skills, as well as creativity when faced with challenges.

*Leadership:* Motivate fellow employees to provide the highest level of personnel support to the organization. Be an example of excellence.

*Environment:* Must be capable of working at all programs within the agency. The principal duties are performed both in a general office environment and in the field and community where program participants reside.

*Computer Skills:* Must possess advanced computer skills including proficiency in Microsoft Windows software, data entry, record keeping, and display superiority in providing Internet-based research. Familiarity and comfort with Microsoft Excel and Office 365. Must be able to communicate effectively through electronic mail.

#### **MEASURES OF PERFORMANCE:**

A Housing Specialist's performance at Tampa Crossroads, Inc. will be based on the following:

1. Successful performance of primary duties and responsibilities as outlined above.
2. Ability to work as a team member with all company employees.
3. Awareness of and demonstrates compliance with laws, contractual agreements, and requirements for licensure and accreditation.
4. Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities as tenants.
5. Promotes and demonstrates Tampa Crossroad's mission, vision and values through both behavior and job performance on a day to day basis.
6. Adhere to program specific guidelines and restrictions.
7. Completion of any work assigned is accomplished in a timely fashion to satisfaction of the Program Manager and Executive Director.
8. Proper measures are taken to assure that a level of training is maintained to perform the tasks necessary to do all assigned jobs. All required annual trainings to enhance skills are completed as required per Tampa Crossroads, Inc. Policy.
9. Any equipment or household items under the Housing Specialist's control is maintained for efficient operation and protected at all times.
10. Professional and ethical standards are adhered to at all times as required by Chapter 491 of Florida Statutes and American Counseling Association's Code of Ethics.
11. Create and maintain consistent communication channels, both verbal and written, between case managers, tenants, landlord, referral source and collaborating agencies.

I have read and understand the above job description and believe it to be accurate and complete. I also understand that Tampa Crossroads, Inc. retains the right to change this job description at any time.



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Employee

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Date

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Program Manager

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Date