

**Central Massachusetts Housing Alliance  
Employee Job Description**

**Position Title:**

HOUSING SPECIALIST

**Reporting Structure**

Supervisor: TBD

Supervisees: N/A

**Job Description Approval Date**

**3-1-2017**

**Logistic Overview**

**Hours:** Full time  Part Time  Per Diem  Consultant/Contractual

**Usual Work Schedule:** Mon - Fri

**Usual Work Location:** 6 Institute Rd. or designated site(s) within Worcester, MA.

**Position Summary:**

As part of the Worcester City and County Continuum of Care Team, the CoC Housing Specialist will work with partner agencies and private sector property owners to maintain and expand the network of landlords with available units to facilitate the placement of individuals and families referred through the CoC's Coordinated Entry System throughout Worcester County.

The CoC Housing Specialist may conduct housing searches and may be required to inspect identified units for habitability. The CoC Housing Specialist will coordinate and track communications with landlords, other community partners and ongoing case management to ensure that tenants successfully acquire and retain housing suitable to their needs.

## **Essential Functions and Responsibilities:**

### Housing Specialist Responsibilities:

- Work to build relationships with local property owners and market our clients and case management services to secure units for clients;
- Negotiate leases and all rental terms with landlords in units where clients are housed;
- Assist partner agencies to identify appropriate rental housing in the community for clients referred through the CoC's Coordinated Entry System;
- Research and track potential Scattered-Site housing units;
- Provide assistance with housing placements and assignments;
- As appropriate, assist with housing and tenant related emergencies during normal business and after hours;
- Provide intervention in the event of a dispute between families, landlords and other service providers;
- Maintain a good working relationship with all co-workers , staff from partner agencies, landlords and the general public and display good judgment in recognizing scope of authority;
- Educate community members about the housing needs of identified program participants and the importance of supportive housing;
- Maintain thorough and accurate progress notes, files, and correspondences while also maintaining confidentiality of tenants, staff and organizational information at all times and exercise appropriate boundaries with tenants; and,
- Fulfill all other duties as assigned by Executive Director or Designee.

### **Position Requirements at Time of Hire:**

- Bachelor's degree or 5 years social/human service experience or 3 years in a Supervisory position, preferably working with the homeless population or any equivalent combination of the required experience and education;
- Willing to travel and make multiple visits to the field;
- Knowledge and understanding of issues facing homeless families and individuals;
- Knowledge of supportive housing;
- Knowledge of Fair Housing Laws and reasonable accommodations;
- Excellent verbal and written communication skills;
- Strong interpersonal skills;
- Possession of a valid Massachusetts driver's license, a clean driving record, and automobile insurance;
- Access to adequate and reliable transportation;

- Strong knowledge of Microsoft Word, Excel, Outlook, and database (preferable);
- Flexibility required regarding scheduling and prioritizing of tasks;
- Ability to utilize critical thinking skills in decision-making situations, good organizational and record-keeping skills, and good independent judgment;
- Ability to work independently;
- Success with appropriate involvement from outside agencies;
- Participate in the CoC's Coordinated Entry System; and,
- Participate in various CoC-related activities as needed.

**Special Skills and Competencies:**

- A demonstrated ability to motivate, support and advocate for people;
- Ability to work within a team;
- Ability to multitask in an organized manner;
- Ability to work professionally and effectively with community partners;
- Maintain strong professional demeanor and practice strong ethics;
- Ability to develop and learn new skills;
- A demonstrated ability to complete needed tasks (computer skills, transportation of clients, navigate multi-level properties); and,
- CPR and First Aid Certified.

Excellent benefits and competitive salary range.

**How to Apply:**

Submit a Cover Letter and Resume by email to:

Grace Carmark, Executive Director

[gcarmark@aol.com](mailto:gcarmark@aol.com)

Deadline for Submissions: 5:00 PM April 14, 2017

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.