



RENAISSANCE

SOCIAL SERVICES, INC.

Supportive programs for affordable housing.

November 6, 2020

POSITION SUMMARY

The Housing Liaison for the Expedited Housing Initiative is to engage and assist homeless participants identified during the COVID-19 health crisis who are in hotels, shelters and other locations into housing. This will include supporting participants as they move into a short-term housing solution first and maintaining contact and engagement as required to assist the participant with transitioning from short-term housing to either permanent supportive housing or a subsidized housing. Housing Liaisons use an assertive engagement approach to maintain contact with families and individuals and to support them throughout the housing process. This is a full-time position with some evenings and weekends required.

ESSENTIAL JOB FUNCTIONS

Program Delivery, (75% of time)

- Receive referrals for families and individuals experiencing homelessness through the Expedited Housing Initiative
- Orient participants to the housing process and to the rights and responsibilities of tenancy
- Assist the household in scheduling and travelling to appointments, unit viewings, and lease signing. Accompany the household for housing-related appointments/intakes as necessary.
- Review and explain lease and other housing documents with household
- Assist households with applying or updating applications for subsidized housing such as senior housing as appropriate
- Focuses on developing rapport and positive working relationships with participants, including those who may be reluctant to engage
- Assist participants with accessing resources to meet immediate needs including food and medication delivery services, a government or private carrier cell phone
- Collaborate with housing providers to learn what documents are needed for the program and help household obtain documents, as current conditions allow. This includes assisting with obtaining identification documents and completing intake paperwork.
- Utilizes motivational interviewing and harm reduction strategies to support movement toward housing placement and to assist participants in resolving ambivalence about housing opportunities
- Participate actively in all Accelerated Moving Events in person, team meetings and agency staff meetings as required
- Conducts follow up with former participants as required
- Collaborates with housing programs to assist former participants if any issues should arise with housing placement



RENAISSANCE

SOCIAL SERVICES, INC.

Supportive programs for affordable housing.

- Ensures effective communication with participants, providers, landlords, EHI team members, etc.

Program Administration (25% of time)

- Documents all client contacts and all services provided in case notes in HMIS
- Completes all required documentation in an accurate and timely manner, including but not limited to: assessments, applications, action plans, case notes, and referrals
- Completes timely and accurate data entry into HMIS and any additional database as needed according to agency policy
- Ensures confidentiality of participant information

QUALIFICATIONS

Education: Bachelor's degree in Social Work or a related from an accredited college or university OR equivalent experience

Experience: Minimum one year outreach or case management experience with people experiencing or at risk of homelessness; demonstrated experience with assertive engagement

Skills and Abilities: Proficient in use and knowledge of Microsoft Office and general office equipment; strong interpersonal and communication skills with the ability to work effectively with persons who may be ill, disabled, emotionally upset and/or hostile; ability to show empathy and remain non-judgmental; ability to make independent judgments; demonstrate ability to coordinate multiple projects simultaneously in a high-pressure, fast paced and time sensitive environment; training or certification in Motivational Interviewing and Harm Reduction

Certification/License: Valid driver's license

WORKING CONDITIONS AND REQUIREMENTS

- Travel between client residences and assigned location(s)
- Work is normally performed in office or client residence, including shelters and places not meant for human habitation
- Conducts independent field visits
- Sitting for extended periods is required
- Intermittent physical activity including standing, walking, bending, climbing stairs, lifting (less than 10 pounds)
- Normal manual dexterity and hand-eye coordination
- Corrected hearing and vision to normal range
- Verbal communication
- Vehicle Required

Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of the position.

This description provides a summary of the major duties and responsibilities and is not an exhaustive list of the duties and responsibilities. The employee holding this position may be required to perform additional duties to meet the needs of the organization.

Job Type: Full-time



RENAISSANCE

SOCIAL SERVICES, INC.

Supportive programs for affordable housing.
