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## FAC Housing Stability Specialist

**Job Title:** Housing Stability Specialist  
**Reports To:** Program Coordinator  
**FLSA Status:** Exempt  
**Created On:** May 2019 (Revised May 2024)  
**Approved By:** Paul Normann

### Position Summary:

Under the supervision of the Program Coordinator the Housing Stability Specialist is responsible for: Supporting previously homeless families — who sheltered at Hale Iki — in remaining stably housed through the employment of a Critical Time Intervention (CTI) intensive case-management approach for up to 12 months.

### Essential Duties & Responsibilities include the following:

- Collaborating closely with Housing Navigator, the Housing Resource Specialist and other service providers to ensure seamless coordination of housing placement efforts with ongoing case management and supportive services.
- Providing support to program participants and work collaboratively with Housing Navigators to help ensure successful completion of Individualized Housing Plan (IHP) prior to transition into housing.
- Develop individualized Housing Stability Plans (HSP) in collaboration with participants, incorporating CTI principles and evidence-based interventions.
- Provide intensive CTI case management during participants transition into permanent housing and for up to 12 months of stabilization.
- Navigate housing barriers, providing housing navigation support, and advocating for participants throughout the housing placement process
- Conducting screenings and assessments to determine continued eligibility for rapid rehousing assistance, gathering pertinent information about housing needs and preferences.
- Collaborate with families, to identify available housing options within the community, including rental properties, subsidized housing, and other supportive housing resources.
- Establishing and maintaining relationships with landlords and property managers to secure suitable housing options for program participants, negotiating leases, and advocating for participants as needed.
- Assisting participants in understanding rental lease and tenant/ landlord responsibilities, completing housing applications, and navigating any barriers or challenges encountered during the housing search and placement process.
- Conduct comprehensive assessments to identify housing barriers, risk factors, and participant strengths. This includes financial, employment, health, and social conditions.



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- Provide support and assistance to participants facing housing-related crises, advocating for necessary resources and interventions to prevent homelessness or housing instability.
  - Coordinate with community resources, including shelters, landlords, and social service agencies, to secure safe and affordable housing options.
  - Implement CTI strategies, including time-limited case management, supportive counseling, and practical assistance, to promote housing stability and self-sufficiency.
  - Advocate on behalf of participants to access housing-related services, entitlements, and benefits.
  - Conduct weekly, bi-weekly and/or monthly home visits and check-ins to monitor progress, address emerging issues, and provide ongoing support.
  - Collaborate with interdisciplinary teams, including mental health professionals, substance abuse counselors, and healthcare providers, to address co-occurring needs and enhance participant outcomes.
  - Maintain accurate and up-to-date participant records, including assessments, service plans, progress notes, and outcomes data.
  - Participate in regular supervision, training, and professional development opportunities to enhance CTI skills and knowledge.
  - Engage with community partners, local agencies, and housing providers to expand housing resources, raise awareness of rapid rehousing programs, and advocate for housing solutions for families experiencing homelessness.
  - Maintain flexibility in working hours, including evenings and weekends, to accommodate participants needs, attend community meetings, or participate in outreach events.
  - Utilizing the Housing First approach in all aspects of this position, ensuring that services are provided without any requirements of the participants for sobriety, participation in treatment, or medication protocol.
  - Perform other duties assigned.

### **Supervisory Responsibilities:**

This position has no supervisory responsibilities.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education/Experience:**

- High School Diploma and two years of experience serving vulnerable and challenged individuals required. A Bachelor's Degree or higher may substitute for years of experience.



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- Candidates for this position typically need 1-2 years of relevant experience in housing assistance programs, case management, homelessness prevention, or related fields. Preferred qualifications include experience in housing placement, landlord engagement, and housing navigation.

### **Other Requirements:**

- Valid Hawaii driver license and no-fault car insurance.
- Current resident of Puna/East Hawaii Community area.
- Criminal Record and/or DHS-CWS background check.
- Maintain general cleanliness of the workspace.
- Willingness to participate in ongoing professional development
- Proficiency in basic computer skills, including word processing, spreadsheet software, email, and internet navigation

**Skills and Knowledge:** Strong communication, interpersonal, and problem-solving skills are essential. The ability to work collaboratively with participants, landlords, community partners, and other stakeholders is crucial. Proficiency in data management, documentation, and program evaluation is also beneficial.

- Ability to communicate effectively and courteously with families, staff, community members.
- Knowledge of available community resources.
- Aware and sensitive to the different ethnic groups in the East Hawaii community.
- Ability to work with minimal supervision.
- Ability to handle multiple tasks and adhere to deadlines.
- Proven organizational and planning skills.
- Ability to maintain confidential materials and information.
- Ability to work as part of a team and maintain flexibility around task assignments.
- Ability to establish, recognize, and adhere to appropriate professional boundaries
- A clear understanding of rental assistance programs, and community resources related to housing and homelessness is important.
- Knowledge of local housing market trends, landlord-tenant regulations, and supportive services available to individuals and families experiencing homelessness is desired.

### **Expected Competencies:**

- Proven ability to provide comprehensive and personalized housing focused support services to families on site and after transition into housing is essential.
- Proven ability to Problem Solve - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Self Development Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.



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- Customer Service - Manages difficult or emotional situations; Responds promptly to participants needs; Solicits participant feedback to improve service; Responds to requests for service and assistance; Meets commitments.
  - Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
  - Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
  - Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
  - Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
  - Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.
  - Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
  - Organizational Support - Follows policies and procedures; Completes case management tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
  - Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
  - Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
  - Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
  - Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
  - Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
  - Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly
  - Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events



- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

### Other Skills:

- **Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of participants, families, or employees of an organization.
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Strong Computer Skills:** To perform this job successfully, an individual should have knowledge of the Google suite and general office tools: Google Docs, Sheets, Slides, Forms, etc as well as Microsoft Office, and Internet software as well as some Social Media knowledge.

### Physical Demands:

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.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### Work Environment:

While performing the duties of this job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.



# NEIGHBORHOOD PLACE OF PUNA

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In the course of performing the duties of this position it is not uncommon to see, engage or be confronted with the following: violence or threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participant, nudity of service participant, people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to appropriately deal with these situations, but those in the position should reasonably expect these types of things to occur and the Program Coordinator must provide appropriate direction and support to these situations.