



FRC Housing Specialist Job Description

Job Title: Housing Specialist
Reports To: Program Coordinator
FLSA Status: Exempt
Created on: January 2022, Amended April 2023

Position Summary:

This is an impactful, intensive, and prevention focused program intended to connect or provide homeless or unstably housed families the services, resources, supports, and skills they need to obtain stable housing or remain housed and avoid homelessness. Under the supervision of the Program Coordinator or a designated supervisor, the Housing Specialist (HS) is responsible for: (1) Working directly with homeless and unstably housed families or recently housed — but previously homeless families — to assist them in maintaining stable long term housing. (2) Developing client (member) centered family support service plans and providing client advocacy, benefit establishment, tenancy skills, and linkage to mental health and substance use services. (3) Networking with the community and service providers to discover available resources. (4) Utilizing strength based, trauma informed, and prevention focused approach in all aspects of this position.

Essential Duties & Responsibilities include the following:

- Conduct initial screening, assessments and program enrollments.
- Assess risks/challenges and develop appropriate plans to help ensure continuation of services.
- Help participants establish goals and create a member centered family support plan that promotes long term stable housing. The plan will be member driven but should focus on housing resources and service connectivity, tenancy skills development, increasing income, improving financial management, linkages to physical, behavioral and mental health care services, education needs of children, advocacy, mediation, etc.
- Work alongside Family Outreach Specialists to coordinate all case management for families.
- Collaborate with other service providers to help families achieve their goals and remain housed.
- Document all pertinent data and accurate information regarding your work with families, agencies, and other community members in a timely manner in accordance with company requirements.
- Maintain flexibility in schedule to provide case management/outreach when families are available.
- Follow all Neighborhood Place of Puna policies and procedures.
- Attend staff meetings and training as assigned.



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- Update shared calendar and direct member service log to show client appointments, activities, meetings and general schedule.
 - Make decisions that have significant impact using independent discretion and judgment pertaining to NPP's services and clients.
 - Manage appropriate caseload as directed by company/supervisor requirements.
 - Advocate for participant families when appropriate.
 - Ensure that the children in the household are safe, healthy, and – if age appropriate – attending school.
 - Individuals in this position are **Mandated Reporters, meaning that they are mandated to report to the appropriate state agency suspected cases of child abuse and/or neglect.**
 - Perform all other duties assigned by Program Coordinator or designated supervisor.

Supervisory Responsibilities:

This position has no supervisory responsibilities but may require assisting in the training of other NPP staff.

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 and/or Experience:

- High School Diploma and two years of experience serving vulnerable and challenged individuals.
- An Associate Degree or higher may substitute for years of experience.
- Bachelor's degree preferred but not required

Skills and Knowledge

- Ability to apply both Motivational interviewing and Assertive Engagement skills as appropriate.
- Ability to communicate effectively and courteously with families, staff, community members.
- Skilled in the development of formal family service plans, setting SMART goals, documentation of direct services and managing caseloads for families.
- Knowledge of available community resources.
- Aware and sensitive to the different ethnic groups in the East Hawaii community. Has a clear understanding of what Cultural Competency is and the ability to implement in daily interactions with families and NPP staff.
- 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.



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- Ability to establish, recognize, and adhere to appropriate professional boundaries with peers and clients

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office, Google Office Suite, Internet software, and generally demonstrate comfort in using technology and software systems in the performance of job duties.

Other Requirements:

- Valid Hawaii driver license and no-fault car insurance.
- Reliable transportation
- Being a current resident of the East Hawaii/ Puna Community area is preferred.
- Criminal Record and/or DHS-CWS background check
- Maintain upkeep of office and general cleanliness of workspace

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:

The work environment characteristics described here are representative of those an employee encounters while performing 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 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.

In the course of performing the duties of the Housing Specialist it is not uncommon to see, engage or be confronted with the following: violence and 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 participants; nudity of service participants;



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people involved with sex work; people involve 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.