JOB DESCRIPTION

HOUSING RESOURCE SPECIALIST

FLSA Status: Non-exempt

Summary of Position: The Housing Resource Specialist is responsible for connecting individuals and families with housing resources, who are in unstable housing situations or at risk of homelessness. The Housing Resource Specialist works with both affordable and market rate housing partners and solutions.

Specific Duties:

- Provide case management specific to housing placement for participants seeking housing assistance
- Do housing counseling and conduct housing assessment screenings with participants to identify appropriate housing intervention (market rate housing; affordable/subsidized housing, HACC waitlists, SRN, etc.)
- Serve as an advocate and liaison between participants and Housing Authority Cook County (HACC), Statewide Referral Network (SRN), and other affordable housing institutions.
- Build and maintain relationships with landlords and affordable housing providers and works on a team that maintains a housing database.
- Provide tenant rights and fair housing counseling to participants. Refer participants to legal resources as needed.
- Mediate between landlords and participants to resolve issues impacting tenancy
- Coach participants through application process with landlords and assist with subsidized and affordable housing application and certification process as needed
- Refer housing participants as needed to other Connections services (mental health, prevention, etc.) to maintain housing stability and increase overall quality of life.
- Support participants in credit counseling and repair.
- Maintain participant files in HMIS, respond to Internal Referral Forms (IRF), prepare reports, and ensure other required documentation is completed in a timely manner.
- Effectively engage potential participants and explain the scope of services provided by Connections for the Homeless
- Attend agency and Prevention related meetings, conferences, and trainings, and represent Connections for the Homeless on external committees as assigned.
Represent agency values and vision.
Adhere to the Code of Conduct and Core Values of Connections for the Homeless.
Perform other duties as assigned

The following qualifications are requirements for the position:
- Deep understanding of principles of harm reduction and trauma-informed care, and the impact of severe mental illness on individuals and their families
- Strong administrative skills, ability to multi-task, and good attention to detail
- Ability to work independently and with diverse populations
- Good speaking, writing and interpersonal skills
- High level of computer literacy and data entry skills

The following qualifications are highly desirable:
- Bachelor’s degree
- Bilingual Spanish or Arabic
- Experience with providing diversion, homeless prevention services, or case management
- Experience working remotely
- Experience with client databases (Homeless Management Information System/HMIS, etc.)
- Valid Illinois Driver’s License

Other requirements:
- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Supervisor of Homeless Prevention Programs
July, 2023