

**Employee Job Description**

Housing Support Specialist (BHCHP)

**Department:** Programming

**Status:** Full-Time, Non-exempt

**Reports to:** Housing Projects Manager

**Direct Reports:** None

**Job Summary:**

Provide housing supports and case management to households experiencing homelessness served by our Black Hawk County Housing Project.

**What you will do:**

* Provide direct case management/progressive engagement/life skills/housing/counseling services and supports to program participants in the identified service area.
* Employ progressive engagement, shared living, and diversion programming to appropriate cases.
* Develop and maintain local partnerships with landlords, housing programs and community partners to assist in quick access to safe affordable housing.
* Apply knowledge of landlord/tenant rights and responsibilities to educate participants of their rights and responsibilities.
* Provide service assessment, crisis counseling, and access to housing programs to callers on our crisis line.
* Support the efforts of the Housing Services Department in navigating housing options and resources for those affected by homelessness.
* Comply with data tracking and documentation requirements.
* Represent FOF at community and program development meetings as assigned.

**How You Will Succeed:**

* People First- Everyone matters and you regard people's well-being and success as a priority.
* Drive Change- We learn not to fear change but instead embrace it enthusiastically. It is even more important that we encourage and drive it. That keeps us in a healthy state of change readiness. Change is based around humbleness and an understanding that we can always grow and get better.
* Equity and Inclusion-Believe that diversity makes us all better and enjoy working with people of different backgrounds. Work to make every client, colleague and stakeholder feel welcome and understand that we must provide equitable opportunities for all.
* Emotional Intelligence – EQ allows us to step back and review the consequences of a decision using our emotions as a point of reference rather than as a basis for the decision. It is the ability to understand and manage your own emotions, and those of the people around you. People with a high degree of emotional intelligence know what they're feeling, what their emotions mean, and how these emotions can affect other people.
* Grit - Individuals high in grit can maintain their determination and motivation over long periods despite experiencing failure and adversity. Their passion and commitment towards the long-term goals is the predominant factor that provides the energy for going on, against challenges and setbacks. Grit is having the passion, resilience, determination and focus that helps you to be optimistic, persevere and achieve any goals that you may have whether those goals may include obstacles that you are unprepared for but still have the confidence and mentality to accomplish them.
* Understand, align with and practice under the following philosophies/models: Housing First Model, Trauma-Informed Care, Client-Centered Approach, Harm Reduction, and Low-Barrier Shelter.
* Believe in our 10-year vision: Everyone has a home.
* Believe in our mission: To provide safe shelter, confidential services, and housing assistance to individuals in crisis due to homelessness, domestic violence, sexual assault, and human trafficking.
* Understand the 6 components of the Entrepreneurial Operating System (EOS).

**Job Qualifications and Competencies**

* Must demonstrate ability to organize, prioritize and plan work to meet deadlines.
* Ensure confidentiality is in place for all people FOF serves.
* Bachelor’s Degree in social work, psychology, related field OR combination of equivalent education and experience.
* Previous experience in the following preferred: victim services, crisis intervention, housing programming, and/or case management.
* Ability to travel throughout the FOF service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
* Ability to pass state, federal, and child abuse background checks.

**Employee Signature:**

I have reviewed and understand all the information contained in this job description and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Friends of the Family.

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Signature Date