

**Employee Job Description**

Housing Support Specialist

**Program:** Housing

**Direct Reports:**

None

**Reports to:** Housing Manager

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

**Job Summary:**

Coordinate case management services to all victims who utilize emergency solutions grant services in North Central Iowa. Provide quality control of project to meet all HUD standards.

**Agency Functions**

**What You Will Do**

* Provide case management services to families and individuals accessing ESG funds in NC Iowa.
* Provide Rapid Rehousing Stabilization services
* Provide Homeless Prevention Stabilization Services
* Conduct Community/Landlord outreach to prevent and end homelessness in NC Iowa
* Assist with access and use of the coordinated entry system
* Maintain accurate and timely data and submit reports, including statistical data, as required.
* Assist the agency in providing public education and training regarding issues of domestic violence, and sexual assault. Provide presentations to community groups as requested by administration.
* Perform other work assignments as requested/needed.
* Meet all requirements set forth in FOF Emergency Solutions Grant operating manual

**How You Will Succeed:**

* People First- everyone matters and you regard people's well-being and success as a priority.
* Do the Right Thing- Act with integrity and doing what is best for the greater or common good. It means making decisions that are not based on your own personal needs, that do not expand your popularity, or enforce your personal beliefs
* Own Your Role- Highly Accountable and do the job you were hired for. If you're owning yours, you aren't worried about, preoccupied with, or diluting your attention to anyone else's. Owning your role means focusing on only what you can control and letting your teammates do the same.
* Embrace and Drive Change- While it is important, we learn not to fear change but instead embrace it enthusiastically; it is perhaps 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.
* Diversity, Equity, and Inclusion-Believe that Diversity makes us all better and enjoy working with people of different backgrounds. Work to make all your teammates feel welcome and understand that we must provide equitable opportunities for all.
* Teamwork and Community Engagement- Rely on others internally and externally to successfully meet the vision and mission of FOF. We are all better when we work together than alone. Cheer for your teammates to succeed and uplift when things are tough. Don’t let others down.
* Believe in our 10-year vision to end homelessness and violence.
* 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 EOS (Entrepreneurial Operating System)
* Meet all requirements set forth in FOF Emergency Solutions Grant operating manual

**Position Qualifications:**

* Bachelor Degree in social work, psychology, related field **OR** combination of equivalent education and experience.
* Previous experience in the following preferred: victim services, crisis intervention,
* Must demonstrate ability to organize, prioritize and plan work to meet deadlines; behavior management techniques, confidentiality and observation/recording techniques.
* Ability to complete mandatory training to qualify as a victim advocate within 30 days of employment.
* Ability to travel throughout the 14- county 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