Crisis House Job Description

Job title: Housing Specialist
Job location: Santee, CA (in-person)
Department: Homeless Services
Reports to: Homeless Services Program Manager
FLSA Status: Non-exempt
Pay rate: $24-$28 hourly (FT)

Supervisory Responsibilities:

None.

Essential Duties and Responsibilities

- Conduct comprehensive, client-centered housing assessments to identify housing needs, barriers, available resources, and opportunities for immediate or long-term housing stability.
- Utilize housing problem-solving techniques to help individuals and families identify safe, realistic housing solutions, including exploring existing support networks, alternative housing arrangements, and community resources.
- Provide individualized case management services to individuals and families experiencing homelessness or at risk of housing instability, with an emphasis on obtaining and maintaining safe, stable housing.
- Collaborate with clients to develop individualized housing stability plans that establish achievable goals, identify barriers, and outline actionable steps toward long-term housing stability.
- Assist clients in navigating the housing process, including locating affordable housing opportunities, completing rental applications, gathering required documentation, communicating with landlords, and understanding lease obligations.
- Build and maintain positive relationships with landlords, property managers, housing providers, and community partners to expand housing opportunities and assist in resolving housing-related challenges.
- Provide housing stabilization support, including landlord mediation, eviction prevention strategies, financial literacy education, budgeting assistance, and connection to resources that promote housing retention.
- Identify and coordinate appropriate financial assistance and supportive services, including rental assistance, security deposits, utility assistance, employment resources, public benefits, and other resources that address barriers to housing stability.

- Advocate on behalf of clients when appropriate, while promoting self-sufficiency, informed decision-making, and client autonomy.
- Monitor client progress toward established housing goals, conduct regular follow-ups, and adjust service plans as needed to address emerging challenges and prevent returns to homelessness.
- Collaborate with internal departments, external service providers, and community partners to coordinate services, facilitate referrals, and ensure continuity of care.
- Maintain accurate, timely, and confidential client records, case notes, housing stability plans, and service documentation in accordance with organizational policies, contractual requirements, and applicable funding regulations.
- Track service delivery, housing placements, housing retention, and other program outcomes to support reporting requirements, continuous quality improvement, and program effectiveness.
- Apply trauma-informed, culturally responsive, and strengths-based approaches to all client interactions, recognizing the complex circumstances and individual experiences of people experiencing homelessness, domestic violence, and housing instability.
- Participate in case conferences, team meetings, professional development opportunities, and collaborative problem-solving activities to strengthen service delivery and client outcomes.
- Perform other related duties as assigned to support the mission, goals, and operational needs of Crisis House.

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.

Language Ability:
Ability to read and interpret documents such as professional journals, governmental regulations, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of clients or employees.

Math Ability:
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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.

Computer Skills:
To perform this job successfully, an individual should know Microsoft Office (e.g. Outlook, Word, Excel, Teams), Clarity, HMIS, and other related software.

Education/Experience:
Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

- Bachelor's degree in a related field or 3-4 years of relevant experience including lived experience.

Knowledge, Skills, and Other Abilities:

- Bilingual (English/Spanish) preferred but not required
- Passion for Crisis House's mission of providing services to individuals and families fleeing domestic violence or experiencing homelessness.
- Strong organizational skills and ability to smoothly manage competing priorities and respond to the needs of a dynamic organization, effective problem-solving and decision-making skills.
- Ability to work independently and follow through on assignments with accuracy and minimal direction.
- Excellent written and verbal communication skills; comfortability with speaking in groups and interfacing with individuals on the street.
- Excellent interpersonal skills and demonstrated ability to successfully work as part of a team.
- Ability to maintain confidential information of clients and partners.

Physical Demands:

- The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.
- While performing the duties of this job, the employee is regularly required to sit for long periods at a computer. The employee is required to walk, sit, use hands, and reach with hands and arms. The employee is required to climb, stand, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is occasionally exposed to indoor and outdoor settings and works in close proximity to others. Employee occasionally may need to work weekends and evenings based on business needs.

Benefits:

100% paid health insurance (Dependent coverage available), Dental and vision coverage, 401k after 6 months, 401k matching, 13 paid holidays, 7 days of paid sick leave, 2 weeks of paid vacation, 2 wellness days.

To Apply: Take the first step in making a lasting impact. Apply now to become our Homeless Outreach Coordinator and lead the charge toward a brighter future for those in crisis and in need of support. Email a cover letter and resume to kelcie@crisishouse.org with "Housing Specialist" in the subject line.

This job description is not meant to be a complete listing of professional duties or responsibilities. Management reserves the right to amend any job description and/or procedure herein. Management will make every effort to notify employees of said changes within a reasonable amount of time.
Crisis House is an equal-opportunity employer and makes employment decisions based on merit, qualifications, and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability, veteran status, or any other consideration made unlawful by federal, state, or local laws.

Crisis House will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Crisis House is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report. Find out more about the Fair Chance Act by visiting calcivilrights.ca.gov/fair-chance-act/.