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| <b>Job Title:</b>            | <b>Resident Services Specialist</b>     |
| <b>Department:</b>           | Community Housing                       |
| <b>Reports To:</b>           | Community Housing Portfolio Coordinator |
| <b>Date Created/Revised:</b> | 03/02/2020                              |
| <b>Starting Salary:</b>      | \$40,000                                |
| <b>Position Type:</b>        | Full Time, Exempt                       |

### **Position Summary**

This position is responsible for developing and implementing creative programs to enrich the housing stability of residents enrolled in Rapid Rehousing (RRH) and Permanent Supportive Housing (PSH) programs. The Resident Services Specialist will work one-on-one with residents who have been referred by ECHO to the property. Residents to be served represent diverse programming and include programs focused on young people, families, Veterans, and highly vulnerable single adults.

### **Essential Functions**

- Maintain strong communication and cooperation with RRH providers, PSH providers, and property management staff with a focus on creating a positive living environment.
- Establish on-going communication with residents, individually and collectively, to determine areas of need. Work collaboratively with property management, RRH providers, and PSH providers to address short- and long-term needs of property residents.
- Establish consistent practices for supporting residents in identifying, discussing and resolving issues related to the individual and community environments. Areas may involve, but are not limited to, cooperative living, self-care practices, financial management, medical and mental health needs, and employment.
- Effectively assess and diffuse crisis situations that may occur on-site by using de-escalation techniques, calling proper authorities in the event of an emergency, and thoroughly communicating and documenting incidents and outcomes as appropriate.
- Document delivered services and/or resident contacts in accordance with agency documentation standards. When applicable, submit documentation by established target dates to appropriate personnel.
- Develop creative on-site educational opportunities, social services and community building events based on residents' needs and interests.
- Identify and establish partnerships with community-based groups to bring educational, financial, health, and recreational and other services to residents of the property.
- Remain current on knowledge of best practices in substance abuse treatment, mental health treatment, and supportive housing by continuing education opportunities, and attending conferences and symposia related to these subject areas.
- Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work conditions
- Using a harm reduction model, increase participants' access to and engagement in mental health and substance abuse treatment services by acting as a liaison between resident and community health partners to increase participants' housing retention, income stability, health and wellness, and social connectedness.
- Effectively coordinate services when residents vacate the property; this may include coordinating with property management, third party contractors, and the ECHO Community Housing team.
- Record activity in HMIS in a timely manner.

- Generate and summarize tenant screening checks as needed.
- Provide general support to the Community Housing team as determined by supervisor.

### **Work Environment**

This position is community based. The position will be focused on supporting 1-5 properties located across the community; some properties will have dedicated office space available. Employees are required to use their personal cell phones for business purposes.

### **Physical Demands**

This is a somewhat sedentary role, however walking throughout larger multifamily properties may be required, as well as the use of stairs to navigate those communities. This position also requires the ability to lift files, file boxes, furniture, open filing cabinets and bending or standing on a stool as necessary. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

### **Position Type and Expected Hours of Works**

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

### **Travel**

Travel between properties will be required.

### **Required Education and Experience**

- High school diploma or equivalent
- 2 years' experience working directly with individuals experiencing homelessness
- Experience submitting timely documentation of duties completed

### **Preferred Education and Experience**

- Bachelor's or Master's degree in social services field
- Working knowledge of community-based services, including mental health services, substance abuse services, employment services, primary medical care services, among other services
- Working knowledge of barriers to housing stability and applicable effective interventions
- Lived experience of homelessness

### **Additional Eligibility Qualifications**

- Engages in ethical conduct
- Understands Housing First
- Upholds Person Centered framework
- Performs work in a thorough and efficient manner
- Ability to analyze, develop, and implement solutions to problems
- Excellent interpersonal and communication skills
- Ability to work independently and collaboratively with all levels
- Detail-oriented with good organizational skills and the ability to set priorities to meet deadlines on schedule

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**ECHO Core Mission Values**

Ideal candidate will share ECHO's core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

**To Apply:**

Interested candidates please submit a resume and cover letter to, Kaylin Rubin, Community Housing Portfolio Coordinator at [kaylinrubin@austinecho.org](mailto:kaylinrubin@austinecho.org). Position will remain open until filled.