
Job Title:	Supportive Services for Veteran Families Housing Specialist	FLSA:	Full-Time/Exempt (40 hours per week)
Department:	Programs/SSVF	EEO Job Classification:	Professional/Non-Managerial
Reports to:	SSVF Program Manager	Last Revised:	January 7, 2015

Position Summary:

The primary duty of the Supportive Services for Veteran Families (SSVF) Housing Specialist is to provide housing location services to Veterans and their families living in the Austin/Travis County area. The SSVF Housing Specialist provides services to Veterans and their families experiencing homelessness or those who are at-risk of losing their housing, and assists these individuals and families in obtaining and retaining affordable housing. The SSVF Housing Specialist engages in both rapid re-housing and homeless prevention efforts, working with the SSVF team and partners in the collaboration order to assist Veterans in achieving housing stability by coordinating landlord outreach and cooperative efforts. Part of the goal of the SSVF Housing Specialist position is to increase Veteran families' access to private-owned, market rate rental properties throughout Austin/Travis County. This position is also responsible for maintaining accurate service delivery records, as well as meeting evaluation and reporting requirements.

Specific Duties, Functions, and Responsibilities:

- Conduct screenings and assessments of clients referred for housing location or relocation services. Screen potential participants, document presenting housing barriers, and assess housing opportunities.
- Meet regularly with clients and assist with their housing search by performing activities including, but not limited to: identifying housing options, contacting landlords, assisting clients with housing applications, accompanying clients in viewing potential rentals, reviewing leases to ensure that these are fair and meet local landlord-tenant laws, and evaluating Veterans' housing based on VA habitability standards.
- Conduct outreach, develop, and foster relationships with landlords/property managers to facilitate housing location for Veterans and their families who may have multiple barriers to obtaining or maintaining permanent, affordable housing. Serve as liaison between landlord and client pre-housing placement and during placement.
- Coordinate housing placement and/or relocation efforts with referring SSVF Case Managers. Work in collaboration with team members, SSVF Program Manager, and community partners to discuss best practices for more effective service delivery to clients.
- Provide support to clients in accessing appropriate services through communication with other community partners, service providers, and other relevant agencies.
- Maintain complete and accurate records (both electronic & hardcopy records) of all client contacts via client tracking systems and complete reporting requirements mandated by Front Steps, its funding sources, and other regulatory agencies in a timely manner. Additionally, manage case data by entering client data in Homeless Management Information System (HMIS) Service Point web-based database in a timely manner.
- Track clients' housing placements and follow up with Veterans after housing placements. Obtain needed information and complete accurate, regular reports regarding client outputs and outcomes, track, meet and/or exceed all program performance measures, and assist with program evaluation.
- Develop and regularly maintain database on properties and landlord contacts.

- Travel locally (within Austin, TX and nearby surrounding areas) to conduct home visits with clients and other appointments, when needed.
- Attend agency staff meetings & other community meetings as required.

Other General Duties, Functions, and Responsibilities:

- Transport clients on an as-needed basis to housing application and leasing signing appointments.
- Participate in inter-agency collaborations to communicate resources, share information, and problem-solve difficult client issues.
- Perform other duties as assigned.

Minimum Qualifications:

- Bachelor's degree in Social Work or related field; professional experience in the field or closely related field may be considered in lieu of formal education.
- Professional experience working with the transitionally and chronically homeless or other special needs populations.
- Knowledge of psychosocial theory, methods, and ethics. Demonstrated understanding and support of Housing First principles, as well as Harm Reduction theory and practice. Experience using Motivational Interviewing techniques.
- Ability to establish rapport, trust, and boundaries with clients.
- Ability to follow detailed instructions and work independently with a minimum of supervision.
- Strong organizational skills, with the ability to respond to deadlines in a timely manner.
- Strong computer skills, including word processing, spreadsheets, database usage, and internet.
- Ability to spend up to 60% of time in the field.
- Reliable transportation.
- Valid driver's license.

Preferred knowledge, skills, and abilities:

- Masters' degree in Social Work with LCSW or LMSW certification highly preferred.
- Case management experience working with the transitionally and chronically homeless or other special needs populations, including experience working with Veterans and their families.
- Experience in using a Homeless Management Information System (HMIS).
- Knowledge of local community resources.
- Experience with landlord outreach and facilitating successful tenant/landlord interactions.
- Knowledge of property management, apartment/housing location, or real estate preferred.
- Knowledge of housing market trends within Travis and surrounding counties. Skilled in accessing affordable, permanent housing units.
- Bilingual (Spanish and English and/or ASL and English highly preferred).