

# Housing Specialist

Full Time

Ezra Academy, Forest Hills, NY, US

Consistent with our mission to provide individuals and families with the tools to improve their lives and build healthy, inclusive communities, **Queens Community House** provides interventions to address the permanent housing security needs of low-income households. The Eviction Prevention Program, hence, assists low-income families with accessing necessary and available rent support programs in order to address the family's need for housing stability. The program includes assistance with: housing education, counseling, landlord/tenant mediation, household assessment, housing court navigation assistance and apartment search assistance.

The Housing Specialist is required to contribute to agency-wide interests such as permeating mission, vision and values, participating at required meetings and perform the below mentioned tasks in a professional manner with respect for program participants. The Housing Specialist is supervised by the Assistant Program Director and will maintain regular communication with said supervisor.

## Responsibilities

- Assist tenants that are at-risk of homelessness to maintain their existing housing.
- Participate in meetings, training and staff development activities
- Conduct a full evaluation of tenant's case to determine housing and service needs. This includes:
  - Complete intake.
  - Review all court documents.
  - Determine participants' needs, goals and eligibility.
  - Develop strategies for assistance in preventing their eviction or securing housing.
  - Create and maintain consistent communication, both verbal and written, between tenant, landlord, and collaborating agencies. \*
  - Educate tenants on their rights, responsibilities and options that will enable them to make informed choices.
  - Maintain accurate daily case notes, monthly reports and files for each participant.
  - Conduct monthly follow up on cases to keep participant engaged in program and continued assessment.
  - Enter all new program enrollments into our Salesforce data managing system.
  - Ensure accurate tracking of Program Specific Goals as it appears in the SOW work plan: Expand Knowledge of Tenant Rights, Increase financial awareness and budgeting skills, Short Term Cash, Emergency Cash Relief Grants.
  - Maintain accuracy and completeness when collecting funder required data needed for reporting.
  - Conduct assessment of apartments during intake.
- Process all necessary applications or requests for assistance in a timely manner.
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  - Submit applications.
  - Follow-up on application status.
  - Maintain data enrollment trackers up to date.

- Maintain open communication with your supervisor to ensure timely processing of cases, exchange of information, ideas and recommendations.
- Advocate on behalf of tenant to correct problems they are experiencing:
  - Assist participants in navigating the Housing Court process.
  - Maintain open communication with collaborating agencies: Homebase, charitable agencies, other CBO's, legal providers and judges.
  - Work closely with HRA and Homebase to resolve eligibility, P.A, budget and entitlement issues
  - Make referrals to legal providers.
  - Negotiate with landlords on tenant's behalf
  - Linking families to other supportive services.
- Tenant Assistance:
  - Provide educational workshops.
  - Staff Housing Court Table.
  - Attend meetings representing agency as directed.
  - Any other duties as required by agency.

### **Qualifications**

- B.S. in social work preferred, and at least two years' experience with case work; equivalent combination of experience and education considered.
- Bilingual in Spanish - Required
- High energy level, comfortable performing multi-faceted projects in conjunction with normal activities.
- Advanced knowledge of various computer applications (word processing, spreadsheets, database, presentation software, Salesforce).
- Must have high level of interpersonal skills to handle sensitive and confidential situations.
- Ability to exercise poise, tact and diplomacy.
- Analytical ability to gather and summarize data for reports, find solutions to various administrative challenges, and prioritize work.
- Excellent interpersonal and communication skills, strong customer-service orientation, approachable and able to earn trust and credibility.
- Proven track record of excellent follow-through on assignments.
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems.

### **Additional Details:**

This position is available immediately. Queens Community House offers a competitive salary commensurate with experience and a comprehensive benefits package. The benefits package varies by position and may include medical/dental/vision offerings, life insurance, flexible spending accounts, generous time off and a 403b plan. We value health and wellness too and as such Staff can earn annual leave days, sick days and enjoy most federal holidays. Staff can also take advantage of an array of professional development opportunities, including trainings and learning bits.