

EMPLOYMENT OPPORTUNITY

Housing Specialist – Veteran Family Support

POSITION SUMMARY:

Full-time position (37.5 hours/week) provides intensive case management services to individuals and families seeking housing assistance, facilitate connection or referral to housing services, and assist in their transition from homelessness to housing stability and self-sufficiency. In addition to general Housing Specialist responsibilities, the Veteran Family Support Specialist will provide supportive services to veteran families in need of housing and resources to transition from homelessness to housing stability and self-sufficiency.

JOB DUTIES INCLUDE:

1. Act as first point of contact for veterans and families to determine eligibility for services.
2. Using the Family Development Program model:
 - Screen and assess client need;
 - Provide crisis intervention services;
 - Assist with housing search and placement;
 - refer to appropriate resource programs for continued service;
 - Advocate for client rental agreements/applications;
 - Assist client with action plan and household budget;
 - Help client research and secure resources;
 - Schedule regular home/office/phone client contacts;
 - Conduct 6 & 12-month client follow-up after exiting program;
 - Maintain client database records.
3. Develop strong community partnerships for enhanced services and advocacy.
4. Participate in veteran outreach activities, such as local stand-downs, and community events aimed at connected veterans to services.
5. Attend monthly Veterans Advisory Council meetings, and participate in agency meetings and trainings as required.
6. Adhere to requirements of program funding streams, contracts, policies and procedures.
7. May be assigned additional Specialist responsibilities for a specific service area, such as Point of Entry, Housing & Essential Needs program (HEN), Rental Assistance program, etc.
8. Other related duties as assigned by management.

QUALIFICATIONS INCLUDE:

Education & Experience

- Preferred: Associate Degree in Human Services or related field plus two years' experience in comprehensive case management;
- Or a combination of education and experience providing the knowledge, skills, and abilities to perform the work.

License(s) & Certification(s)

- Must have valid driver license and auto liability insurance if personal vehicle is used for work-related travel.
- Family Development Program Certificate within first 6-months of employment.
- Must undergo criminal background check.

Skills and Abilities

- Proficient in Microsoft Office Suite applications, including Excel, Word, and Outlook; Experience with Office Hours, HMIS, and other databases a plus.
- Working knowledge of standard office procedures and technologies (phone, computer, printer, photocopier, scanner, fax machine, 10-key).
- Bilingual (Spanish/English) desired; additional languages helpful.
- Must have strong and effective communication skills (oral and written) for a variety of audiences.
- Strong organization and time management required, with ability to multi-task.
- Good knowledge of local resources desirable.
- Demonstrated ability to work harmoniously with people from varied cultural, socioeconomic, educational and experiential backgrounds.
- Strong customer service skills and service attitude.
- Solid observation, analytical and intuitive abilities.
- Ability to respond appropriately in stressful or emotionally charged situations.

COMPENSATION AND BENEFITS

\$15.40 per hour plus benefits

Benefits include:

- Medical Insurance including Rx and Vision
- Dental Insurance
- Life Insurance and AD&D coverage
- SIMPLE IRA Retirement Plan
- Employee Assistance Program
- Voluntary supplemental Cafeteria Plan
- Paid Sick & Vacation leave
- 12 Holidays per year (+2 Personal Holidays per year)
- Health club discount

(Community Action reserves right to modify, amend, or terminate any benefit at any time for any reason.)

TO APPLY:

Please provide all items requested to the address below. Consideration will be given to application packets received by the closing date and containing (1) a completed Community Action Application for Employment form*, (2) your resume, and (3) a letter of interest identifying the position you are applying for and describing how you meet the qualifications for the position.

- Employment@CommunityActionSkagit.org, or
- Community Action of Skagit County, 330 Pacific Place, Mount Vernon, WA, 98273.

Community Action of Skagit County reserves the right to extend application deadlines and to modify the selection schedule without notice, to form eligibility lists for, or make appointments to, other positions with similar employment requirements. Community Action of Skagit County is an Equal Opportunity Employer.

*Application forms and job announcements are available at the above address and also at our website, www.CommunityActionSkagit.org.