Clients in Housing Specialist

<table>
<thead>
<tr>
<th>Job title</th>
<th>Clients in Housing Specialist</th>
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<tbody>
<tr>
<td>Reports to</td>
<td>This position will report to the Housing Administration Supervisor</td>
</tr>
<tr>
<td>Position Status</td>
<td>Full Time</td>
</tr>
<tr>
<td>Assignment</td>
<td>Regular/Benefited</td>
</tr>
<tr>
<td>Salary Range</td>
<td>$14.50</td>
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<td>Shift</td>
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**Job Summary**

The Clients in Housing Specialist (CHS) will work to maintain and manage the administrative responsibilities of our clients in housing. The CHS maintains files for long term housing programs including HOME, CoC and scattered site programs. Maintaining these files requires strict adherence to TRH’s filing process. The CHS is responsible for preparing these files for annual audits. CHS is responsible for tracking and preparing monthly rent requests for Road Home Housing programs. This position also receives tenant rent for long-term housing programs. The CHS position requires being well versed in property management and prepares all leases, lease recertifications, and notices for clients in housing. This position requires an ability to communicate with clients who are unfamiliar with navigating property management concerns. The CHS acts as a mediator concerning rent issues. This requires the ability to de-escalate, empower and advocate for this population.

This position requires flexibility in both personality and schedule which will entail working some late shifts in order to engage a highly vulnerable population. This passionate self starter will work for an agency that is both the state’s largest nonprofit housing provider and the state’s largest homeless shelter where assistance is given to individuals and families experiencing homelessness.

**Duties and Responsibilities**

- Track tenant rents for long term housing programs
- Monthly rent checks for all programs including rapid rehousing and long term housing
- Notify case management and property management teams of upcoming recertification’s for all programs
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- Double check housing programs enrollments and exits
- Pay utilities
- Collaborate with program supervisor in ensuring program fidelity, documentation accuracy and intra-agency collaborations
- Attend collaborations meetings
- Other duties as assigned

**Skills**

- Strong interpersonal skills and ability to work with diverse populations
- Excellent writing and documentation skills
- Experience with property management preferred
- Excellent organizational skills
- Competency in tracking finances and rents
- Willing to be a proactive member of a team
- Strong belief in the housing first model
- Ability to work with community partners
- Self-starter and self-directed
- Ability to become proficient with multiple databases and excel

**Qualifications**

- Must have a High School Diploma or equivalency
- Must be reliable and dependable

**Experience**

- Experience working with diverse populations and property management

**Instructions to apply**

To apply, please email resumes@theroadhome.org. Please include the job title in the subject line.

*A pre-employment screening is required and includes job application, reasoning test, criminal background check and drug test.*