



JOB DESCRIPTION

Position Title	Program/Department	Reports to
Housing Assessment Specialist	Housing	Intake Team Lead
Employment Status	FLSA Status	Effective Date
Full-time	Non-Exempt	05/10/2023

POSITION SUMMARY

Good Samaritan’s mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

The Housing Assessment Specialist ensures that each guest looking for shelter, financial assistance, housing search support or other community resources is greeted in a warm dignified manner and offered pre-screening housing assistance. They positively impact guest experience by managing incoming inquiries, both phone calls and walk-ins, answering guest questions, making appropriate community referrals, and completing in-depth housing interviews. The Housing Assessment Specialist will also work with vulnerable Ottawa county individuals and families who are behind on rent or experiencing homelessness to determine eligibility for financial assistance. They will be responsible for opening new client files, attaining all required documents, entering information accurately, and following up with local courts, attorneys, and clients in a professional and timely manner. Bi-lingual applicants strongly preferred. This position is located in either the Holland or Grand Haven office, depending on candidate preference.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

1. Responsible for opening the office promptly during business hours.
2. Complete intakes on eligible households and work with program participants to attain safe housing and support systems for them and their children.
3. Assess client eligibility for programs that provide emergency basic needs assistance for items including rent, rental arrearages, utility assistance, motel stays, and others.
4. Create and maintain client files (electronic and hard-copy, as appropriate).
5. Arrange, coordinate, and monitor services for participants to obtain stable housing.
6. Develop and maintain relationships with landlords/property managers in Ottawa County.
7. Provide information and referral services to program participants regarding community resources and agencies, as they relate to self-sufficiency and stable housing.

8. Participate in trainings as deemed necessary by supervisor
9. Other related program and administrative work as required.
10. Receives and accepts calls and walk-in visits from Ottawa County residents experiencing a housing crisis, and provides referrals based on program eligibility
11. Conducts in-depth housing assessments, sets referral appointments, and assists in creating housing plans for households experiencing homelessness or at-risk of homelessness
12. Collect and input data into designated within set time limits
13. Maintain appropriate boundaries with clients, staff, and outside organizations, and adhere to professional standards of confidentiality, and ethical conduct in communication
14. Maintains openness to supervision, which can include at least one shadowing experience per quarter, and at least one hour of bi-weekly face-to-face consultation with supervisor
15. Perform a variety of mathematical computations accurately as part of the assessment process
16. Routes incoming phone calls to appropriate staff or outside organizations and ensure prompt reply to general inquiries about the services of GSM
17. Follows procedures for opening and closing the office and assist in response to medical emergencies or incidents per GSM policies when needed
18. Assists with housing intake related filing and record keeping
19. Secure documentation from tenants and other agencies according to client needs and program rules
20. Act as a liaison with Ottawa County Eviction Courts, Legal Aide, landlords and tenants
21. Negotiate and mediate with tenants and landlords in coordination of the application process
22. Provide support to fulfill other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Bachelor's Degree with some experience in a Human Services or Accounting field preferred
- At least 1 year of related front desk/office experience
- Ability to interact with people of a diverse background
- Ability to work independently and as part of a team
- Ability to maintain a calm and sensitive demeanor in stressful situations
- Ability to exercise sound judgment, work independently and handle multiple tasks
- Ability to maintain professional boundaries and adhere to professional standards of confidentiality and ethical conduct in all communication
- Ability to communicate and respond to inquiries in an unbiased, professional manner
- Ability to complete work accurately under tight deadline
- Knowledge of community resources
- Intermediate proficiency in Microsoft Office Suite applications
- Basic mathematical skills
- Ability to work within and office setting between Monday to Friday, 8:30am – 5pm
- Excellent oral and written communication skills
- Spanish language proficiency preferred
- Must have access to a personal vehicle, valid driver's license and auto insurance

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Experience working with homeless households
- Experience in a non-profit organization

- A good knowledge of community resources

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The Housing Assessment Specialist works in a professional office environment. While performing the duties of this job the employee is regularly required to move about inside the office to access file cabinets, office machinery, etc. and must be able to remain in a stationary position 80% of the time, and occasionally lift and move 25lb boxes unassisted. The employee will also constantly operate office machinery such as telephones, computers, copy machines, and calculators and will frequently learn new information and communicate accurate details in person and over the phone.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.