

The following is for members of the Grand Rapids Area Coalition to End Homelessness who wish to provide services as a Community Housing Resource Specialist I or II. Community Rebuilders coordinates all Housing Resources Specialist assignment and training. Housing Resource Specialist positions are available based on availability of funding for prevention and Rapid Rehousing services.

COMMUNITY HOUSING RESOURCE SPECIALIST I- POSITION DESCRIPTION PREVENTION SERVICES

SUMMARY

The HRS I. provides strengths-based case management assistance to persons at “high risk” of homelessness. All referrals to Housing Resource Specialist I. originate at the Housing Assessment Program (HAP), Centralized Intake. The HRS I. supports the continuity of assessment and planning from early intervention through permanent housing stability. The HRS I. provides services to prevent a homeless episode and enhance participants housing stability. The HRS promotes linkage to community resources and assists with the development of a homeless risk prevention plan.

APPTITUDE

- Clear understanding of the Strengths approach including: Strengths Assessment and Personal Goal Planning processes, program rules and regulations
- Ability to accurately track and report all data, activities, outcomes required by funding source
- Cultural competence in work with a diverse population
- Understanding of and adherence to professional ethics and boundaries
- Understanding that the client guides and directs the case management process
- Terminate clients from the program. A decision is made in conjunction with the client based on the assessment that the client is able to sustain their housing outcomes, no longer desires services or is not wanting to actively working toward goals Ability to
- Maintain flexibility and balance needs of clients with program responsibilities/paperwork

TRAINING

- Attend training offered by Community Rebuilders before beginning to provide HRS I. and II. services, and take a minimum refresher course semi-annually
- Participate in monthly Community Resource Connection Meetings (CRC)
- Attend at least three continuing education sessions per year related to work with homeless population(s)
- Network with other service providers for additional client resources

CLIENT SERVICE

- View client as a partner in case management process and as an expert in their own life
- Ensure that client directs case management process; only exception is in true crisis
- Provide ongoing support and resources to client

Advocate and mediate with other professionals or systems, with client's agreement

- Review informed consent, agency and program policies with each client enrolled in program
- Client meetings take place in a setting mutually agreed upon (office, home, community, etc)
- Review client goal plans during meetings and make adjustments as needed
- Maintain confidentiality of client information and obtain appropriate release of information forms from other service providers

OUTCOMES & OUTPUTS

- To develop rapport with participant
- To engage relevant support services as required
- To stabilize the participants existing accommodations or other long-term accommodations appropriate for their need
- Achieve 90% of household served report stabilized housing
- Achieve 80% of households served report stabilized housing at 6 months post service
- Achieve 75% of households served report stabilized housing at 12 months post service

ADMINISTRATIVE

- Adhere to all safety and transportation policies of employer
- Adhere to all confidentiality policies of employer
- Accurately, succinctly and quickly record the activities and results of service transactions HMIS and HRS I. I. data collection formats (DV providers may provide data in alternative format)
- Case loads should not exceed 50 active prevention cases
- Seek your agency supervision to address situations beyond skill or comfort level
- Understanding of outcome based reporting

ADDITIONAL REQUIREMENTS

- BA, BS, preferred; commensurate experience or education considered
- Experience in direct services with individuals and/or families who are homeless/near-homeless
- Excellent verbal and written communication skills
- Ability to work as a team member
- Ability to pass screenings according to employer's policy (drug screening, criminal history, etc.)
- Excellent computer skills

- Must have transportation available to serve consumers within the community