

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 II - POSITION DESCRIPTION RAPID REHOUSING SERVICES

SUMMARY

The Housing Resource Specialist II. (HRS II.II) provides strength based case management assistance to persons experiencing homelessness or at risk of homelessness. All referrals to Housing Resource Specialist originate at the Housing Assessment Program (HAP), Salvation Army Booth Family Services. The HRS II. supports the continuity of assessment and planning from early intervention through permanent housing stability. The HRS II. provides services to enhance participants housing stability, promotes linkage to community resources and assists with the development of a homeless risk prevention plan. The HRS II. will assist participants in the development of a holistic assessment across life domains to inform planning, to promote housing stability, and to reduce homelessness. Service needs not directly related to housing will be assessed and brokered via referral/linkage to community resources. These include but are not limited to: employment services, mental health services, legal advocacy, disability services, primary health care, drug and alcohol services, counseling, family support services, recreational services, etc.

APPTITUDE

- Clear understanding of the Strengths approach including: Strengths Assessment and Personal Goal Planning processes, program rules and regulations
- Clear understanding of housing first philosophy and rapid re-housing strategies
- Cultural competence in work with a diverse population
- Understanding of and adherence to professional ethics and boundaries
- Understand the client guides and directs the case management process
- Terminate of services occurs when 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 with HRS II.
- Ability to maintain flexibility and balance needs of clients with program responsibilities/paperwork
- Ability to accurately track and report all data, activities, outcomes required by funding source

TRAINING

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

CLIENT SERVICE

- View client as partner in case management process and as an expert in 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
- Meet minimum of once weekly for first 30 days, and monthly thereafter up to six months.
- 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

OUTPUT/OUTCOMES

- To develop relevant meaningful strength-based assessments
- To develop rapport with participant
- To assist the participant to integrate in community life
- To engage relevant support services as required
- To assist the participant to enhance their capacity in identified life domains
- To promote increase in income and employability based upon the capacity of each participant
- To stabilize the participants existing accommodations or other long-term accommodations appropriate for their need.
- Achieve 95% of households served secure stabilized housing
- Achieve 85 % of households served report stabilized housing at 6 months post service
- Achieve 76% of household 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 within HMIS and HRS II. data collection formats. (DV providers may provide data in alternative format)
- Enter all client and goal information in HMIS at least weekly
- Case loads should not exceed 30 active cases
- Seek your agency supervision to address situations beyond skill or comfort level
- Understanding of outcome based reporting
- Agency must sign a HRS II. MOU with Community Rebuilders

ADDITIONAL REQUIRMENTS

- BS or BA 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