



United Way of Rutherford
& Cannon Counties

Job Profile

Job Title: Housing Specialist

Department: Community Impact – The Family Collective

Reports to: The Family Collective Coordinator

Status: Regular Full-Time Exempt, Grant-Funded Position

Date Revised: January 7, 2021

Position Summary: Identify and coordinate the entire housing process for families experiencing homelessness in Rutherford County: including locating housing, performing inspections, matching client need to housing options, coordinating and supervising moves, and ongoing housing inspections. Generates and manages housing leads to grow the landlord network through landlord visits and cultivation. Ensure housing options are fully compliant with grants. Maintains detailed records on housing status, landlord recruitment, and housing inspections.

Essential Functions: The following are indicative of the essential functions required to perform this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This profile is not intended to be all inclusive of tasks and responsibilities required; it provides a description of the critical responsibilities associated with this position.

Roles and Responsibilities:

- Clearly articulate United Way of Rutherford and Cannon Counties' mission, goals and value proposition to landlords and community stakeholders.
- Actively generate and qualify new housing leads for families.
- Recruit new individuals/companies to landlord network, through ongoing landlord cultivation, encouraging them to become "preferred landlords".
- Maintain landlord relationships through ongoing communications, resolution of client issues, and ongoing inspection to ensure properties are taken care of, and prompt customer service.
- Ensure adequate rental units are available for clients, in order to move families quickly from shelter/homelessness into appropriate housing.
 - Goal: 70 families attain new housing or maintain current housing within a twelve-month period.
- Meet families as soon as they become clients to discuss housing program, assess housing barriers, and begin making a housing plan.

Mission: *To improve lives by advancing opportunities for education, health and financial stability for all*

Vision: *To be the primary community solutions leader for human services*



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- Work with family coaches to arrange transportation for families to view and approve possible housing placements if needed.
- Interact with clients according to a trauma-informed care framework.
- Understand the needs of clients and be able to effectively advocate for housing needs.
- Match client's needs and goals to available units, taking into account client's preference for unit type, safety of area, housing conditions, and proximity to employment opportunities.
- Track housing updates for each client on Salesforce, regularly updating information to ensure that program team is able to daily track client housing progress.
- Coordinate with family coaches to assist with housing placements for families experiencing homelessness including utility set up, moving and other necessities.
- Provide ongoing advice, expertise, consultation and technical assistance to program director and family coaches on housing matters.
- Serves as a liaison between United Way of Rutherford and Cannon Counties and other housing agencies, providers and landlords/property managers on all matters related to housing.
- Work with and advise United Way of Rutherford and Cannon Counties to ensure program and provider compliance with all applicable Federal and local housing regulations, laws and standards.
- Perform administrative duties related to paperwork and documentation for all housing programs and grants, ensuring full compliance related to housing.
- Key performance metrics tracked monthly include: # of qualified housing leads, # of landlords housing one or more clients, landlord satisfaction, and # of clients housed.
- Perform other duties as assigned.

Qualifications:

- Bachelor's degree in relevant field.
- 2 years' related experience (housing advocacy, sales/negotiation skills, etc.).
- Excellent verbal and written communication skills, with attention to detail, required.
- Valid Driver's License and Proof of Insurance

Environmental Conditions and Physical Demands:

- Work Environment: Office setting and out in community. Must be able to sit / stand for 8 hours.
- Walking, bending, lifting up to 50 lbs.
- Must be able to travel to community service providers, housing and property, and to families in need.

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United Way of Rutherford and Cannon Counties is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Employee

Date

Immediate Manager

Date

President and CEO

Date

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