



Support and
Shelter for
Overcoming
Homelessness

Housing Stability Specialist - Rents | 2020

Job title	Housing Stability Specialist- Rents		
Reports to	Housing Stability Supervisor	Position Status	Full Time
Salary Range	\$16.10/Hour	Assignment	Benefited
EEO Class	Administrative Support Workers	FLSA Status	Non-Exempt
Shift	Evenings required		

Job Summary

The Housing Stability Specialist - Rents will work to maintain and manage the administrative responsibilities of The Road Home's properties and tenants in housing. The Housing Stability Specialist is responsible for administering and preparing monthly rent requests for all tenants in housing, tracking and maintaining all tenant eligibility, ensuring data accuracy, and navigating the rules and regulations of 14+ private and government funded grants. The Housing Stability Specialist position requires being well versed in property management and an ability to communicate with tenants who are unfamiliar with rent processes, lease agreements and property management concerns. The Housing Stability Specialist will act as a mediator for all rent issues between both landlords and tenants. This requires the ability to deescalate, 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
- Calculate and process all monthly rental payments
- Notify case management teams of upcoming required documentation from tenants in housing
- Communicate with tenants, landlords and community partners on a regular basis regarding eligibility and rental payments
- Reconcile all housing grants between internal and external databases to assure accurate data
- Collaborate with program supervisor in ensuring program fidelity, documentation accuracy and intra-agency collaborations
- Attend weekly community and collaboration meetings
- Other duties as assigned.

Education and Experience

- Preference for applicants with a Bachelors degree from an accredited college or university or equivalent
- High School Diploma Required
- Must adhere and believe in the mission and vision of The Road Home
- Must be able to pass FBI Background Check
- Experience working with diverse populations
- Experience with property management preferred

Skills and Requirements

- Strong interpersonal skills and ability to work with diverse populations
- Excellent writing and documentation skills
- Willing to be a proactive member of a team
- Ability to work from a Trauma Informed Care framework
- Familiarity with the Housing First philosophy
- Must be proficient in Microsoft Office
- Ability to become proficient with multiple tracking databases
- Strong belief in the housing first model
- Ability to work with community partner.
- Self-starter and self-directed
- Ability to accept direction from Supervisor
- Excellent organizational skills and strong computer skills
- Must pass a pre-employment background check and drug screen

Physical and Equipment Requirements

Ability to lift 25 pounds

Ability to stand and walk for at least an hour at a time

Instructions to Apply

To apply, please email resumes@theroadhome.org. Please include the job title, *Housing Stability Specialist- Rents*, in the subject line.

The Road Home is an Equal Opportunity Employer