Job Opening
Supportive Services for Veteran Families Housing Specialist

The SSVF Housing Specialist is the liaison for all landlords and property management personnel and the SSVF program and its clients. This position acts as a housing advocate for Veteran households by negotiating housing options on behalf of Veteran households enrolled in the SSVF program. The position will support Veteran households in complying with housing rules through various tenant rights education and life skill trainings.

Blue Mountain Action Council is committed to creating an equitable organization that is inclusive and representative of the communities we serve. We recognize that our diversity is our strength, and it is critical to advancing our mission and enhancing the well-being of participants, staff, volunteers, and the community.

As an affirmative action/equal opportunity employer, it is our policy to provide equal employment opportunities to all qualified individuals without regard to race, color, religion, national origin, marital or veteran status, genetic information, gender, age, non-disqualifying physical or mental disability, sexual orientation or any other legally protected status.

HOW TO APPLY: Send completed BMAC application, resume and cover letter to:

HR@bmacww.org

The job application is available in our office or online at https://bmacww.org/aboutus/employment.

This position is open until filled. First review of applications will be held on November 17th, 2020. Questions: Lisa Mathias, Human Resources Director 509-529-4983
B L U E M O U N T A I N A C T I O N C O U N C I L  
Walla Walla, WA 99362

JOB DESCRIPTION

<table>
<thead>
<tr>
<th>POSITION TITLE:</th>
<th>SSVF Housing Specialist</th>
<th>REPORTS TO:</th>
<th>SSVF Community Liaison Manager</th>
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<tbody>
<tr>
<td>EMPLOYMENT STATUS:</td>
<td>Nonexempt</td>
<td>SUPERVISES:</td>
<td>N/A</td>
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HOURS OF WORK: Up to 40 hours per week, based on contract funding

SALARY: Level 14 $20.92 to $25.02

GENERAL DESCRIPTION/ BASIC FUNCTION:

Under the supervision of the SSVF Community Liaison Manager, the SSVF Housing Specialist will provide landlord engagement, service coordination, and assistance identifying suitable housing options for program participants and their families. The SSVF Housing Specialist is the liaison for all landlords and property management personnel and the SSVF program and its clients. This position acts as a housing advocate for Veteran households by negotiating housing options on behalf of Veteran households enrolled in the SSVF program. The position will support Veteran households in complying with housing rules through various tenant rights education and life skill trainings.

The SSVF Housing Specialists are expected to adhere to the highest standard of social service ethics in the performance of their job requirements and will work in partnership and collaboration with multiple entities to assist in rapidly rehousing and/or achieving stabilization for Veterans and/or their families who are homeless or at-risk of homelessness.

WORK CONDITIONS AND SITE: Work to take place in an office setting, at program participants’ residences, and in other community agencies. Requires significant local and regional travel. The worker is not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS: Includes the following. Other duties may be assigned.

1. Build consistent relationships with landlords and property managers through a variety of mediums.
2. Create and deliver promotional presentations to community organizations and landlords.
3. Provide mediation and advocacy with landlords on the client’s behalf to develop a workable plan to obtain/maintain housing.
4. Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies).
5. Match landlord qualifications with program participant needs.
6. Assist in negotiation of rents with landlords.
7. Research new housing options on an ongoing basis and maintain a landlord listing database of available units.
8. Provide program participants with the housing resources needed to reach their permanent housing goals.
9. Provide individual and in group education regarding housing retention, tenancy skills and money management.
10. Coordinate eviction prevention services and follow up with landlords.
11. Perform or arrange housing inspections prior to move-in for SSVF program participants.
12. Keep abreast of local housing resources and the client referral process.
13. Participate in weekly case conference meetings, weekly supervision with the SSVF Community Liaison Manager and other meetings as required or necessary to carry out the job functions.
14. Educate and advocate for tenants in regards to Fair Housing Laws and Tenant Rights and Responsibilities.
15. Obtain all mandatory housing supporting documentation for case files.
16. Recruit property owners to collaborate in the placements of participants with high housing barriers.
17. Facilitate the use of community resources to assist both tenants and landlords in the event of problems leading to potential eviction.

BASIC PERFORMANCE EXPECTATIONS OF ALL STAFF:
1. Comply with all program and Blue Mountain Action Council policies and procedures, and with the confidentiality agreement(s).
2. Possess/be willing to develop strong communication and interpersonal skills.
   a. Ability to work independently as well as with a team to achieve objectives and assignments.
   b. Ability to use good interpersonal relationship skills.
   c. Ability to follow written and verbal instructions.
3. Model respectful workplace expectations:
   a. Work respectfully with diverse populations and lifestyles, treating all with respect, honesty, consideration, and cooperation.
   b. Embody teamwork and cooperation within and across departments and with the public.
   c. Keep your department manager apprised of important matters ongoing within the department.
   d. Serve as a positive example to other personnel with regard to workplace actions, decisions, work skills, attitude, and adherence to workplace policy and procedures.
   e. Be honest, fair, and dependable.
   f. Demonstrate regular and timely attendance.
4. Meeting and training expectations:
   a. Attend all scheduled staff meetings.
   b. Attend training sessions as required by the funding source or the agency.
   c. Attend any other meetings or trainings as required.

SKILLS AND ABILITIES REQUIRED:
1. Must be able to perform each essential duty satisfactorily.
2. Cross-cultural, inter-generational, and interpersonal skills.
3. Knowledge of Fair Housing laws and Eviction process.
4. Working knowledge of contracts and agreements.
5. Knowledge in working with the homeless population, homeless households, homeless services, and prior housing work experience.
6. High energy and patience in working with difficult individuals.
7. Demonstrated ability to work independently and effectively on a team.
9. Culturally competent counseling skills.
10. Availability to work flexible hours, some evening and weekend hours may be required.
11. Ability to provide own transportation with acceptable driving record and auto insurance limits.

CULTURAL COMPETENCIES:
- Uncompromising integrity and ability to maintain strictest confidentiality.
- Champions the mission, culture, and objectives of the organization.
- Demonstrates value and respect for all employees.
- High energy and enthusiasm.
- Performs effectively as a team player. Values the ideas and opinions of others and routinely collects their input as part of decision-making process.
- Employs a “Whatever it Takes” approach to service delivery.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the job’s essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
1. A mix of sedentary and light physical work.
2. Must be able to lift 20 pounds occasionally and up to 10 pounds frequently.
3. Must be able to hear, speak, write and read.
4. Must be able to sit or stand at desk.
5. May need to climb stairs at locations without elevators or ramps.
6. Some stooping, kneeling, balancing, pushing, pulling and/or lifting, such as to move office supplies and equipment, filing, etc.
7. Repetitive motion (keyboarding); substantial motion of the wrists, hands and/or fingers.
8. Close visual acuity to perform activities such as preparing/ analyzing data and figures, and viewing a computer terminal.

QUALIFICATIONS:
1. Highschool diploma required.
2. 2+ years of related property management experience preferred.
3. Experience working in social service employment setting, and a working knowledge of issues and resources in relation to housing services for low-income families.
4. Desired qualifications: A working knowledge of major systems that Veteran populations encounter and the resources they may access.

SPECIAL REQUIREMENTS:
Employee must provide own vehicle and auto insurance. Valid state driver’s license by time of hire. Good driving record. Reliable vehicle for travel and current auto insurance required.
NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.

Updated 10/7/20