

**THE WOMEN'S CENTER
JOB DESCRIPTION**

Job Title: Housing Specialist

POSITION: Full-time, M – F, some evenings and weekends required

CLASSIFICATION: Nonexempt

DEPARTMENT: Shelter and Transitional Living

REPORTS TO: Director of Shelter and Transitional Living

SALARY GRADE/LEVEL/RANGE:

LOCATION: 505 CLIENT SERVICE BUILDING

JOB DESCRIPTION The mission of the Women's Center is to provide safety, shelter and support to all impacted by domestic abuse, sexual violence, child abuse, and trafficking.

SUMMARY/ OBJECTIVE: The responsibilities of this position are to provide advocacy, and supportive services to Transitional Living clients and other clients as needed. Work involves orienting all eligible participants to the program and providing housing resources and supportive services to promote self-sufficiency, integration into the community, and long term stable housing

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist in development of and encourage adherence to a personal budget through pro-active housing and budget sessions to assist clients in obtaining and maintaining their housing.
- Assist participants in development of a strength-based/solution-focused individualized goal and action plan that promotes permanent housing and self-sufficiency; develop an effective, timely referral network in order to ensure ongoing direction and support as needed.
- Identify participant strengths and barriers to stability and assist participants to reducing barriers and linking to resources and services.
- Provide pro-active home visits to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources.
- Form and strengthen relationships with landlords in the surrounding community
- Attend Housing Action Coalition meetings and participate in appropriate committees/groups.
- Work in partnership with local housing programs such as Waukesha Housing Authority, Lutheran Social Services, Habitat for Humanity, and Community Action Coalition to strengthen referral systems and advocate for clients to access programs.
- Create and maintain housing referral documents for clients and staff.
- Assist in the planning, implementation and ongoing service provision of the Transitional Living program including intake of new residents and orientation to the program.
- Plan and facilitate group programming for Transitional Living clients and their families. Topics include domestic violence, sexual assault, parenting support and

a variety of life skills topics including personal budgets, conflict resolution, home maintenance, etc.

- Conduct 30, 60 and 90 day follow up interviews with former Transitional Living residents and connect them with services as needed.
- Establish a good working relationship with area landlords.
- Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
- Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors and creditors).
- Provide information and referral assistance to appropriate social service agencies and/or community programs.
- Maintain accurate and complete records and statistics, e.g. complete daily case notes, observations, client interactions and communications while maintaining confidentiality of clients.
- Assess clients for risk of suicide attempts.
- Conduct presentations and assist in training sexual assault and/or domestic violence advocates.
- Attend regular team meetings, monthly staff meetings, and other meetings as requested.
- Provide crisis intervention, advocacy and provide community referrals for clients.
- Adhere to organizational compliance with all local, state and federal regulatory agencies.
- Ensure the completion of client-related paperwork, case notes and statistics in accordance with agency procedures.
- Ensure compliance with all safety and work rules and regulations. Ensure the maintenance of departmental housekeeping standards.
- Use computer to create, maintain, and enter information into databases.
- Completes other duties as needed and/or requested by supervisor to align with mission and vision of the organization.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS:

- Knowledge of domestic violence and sexual assault/abuse as well as child abuse and neglect, and human trafficking.
- Experience working with trauma survivors
- Successful experience working with housing programs
- Strong crisis intervention skills and group facilitation skills

- Excellent communication and public speaking skills, Written and oral – talking and writing effectively in order to convey information appropriately to needs of the audience
- Proficient with Microsoft Office Suite
- Excellent organizational skills and attention to detail
- Ability and willingness to work both individually and as part of a team with other staff in provision of services to clients
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Reading Comprehension — understanding written sentences and paragraphs in work related documents
- Manage one's own time and the time of others
- Actively looking for ways to help people
- Adjusting actions in relation to others' actions
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Monitoring/assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action

EDUCATION/EXPERIENCE:

- Minimum 2 years of direct experience providing advocacy for DV/SA survivors, or experience navigating housing systems.

LANGUAGE SKILLS: Ability to read, write and comprehend English. Bilingual Spanish preferred

REASONING ABILITY: Ability to utilize critical thinking- such as using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

CERTIFICATES, LICENSES, REGISTRATIONS: Requires a valid Wisconsin Driver's license and proof of insurance – reliable means of transportation.

OTHER SKILLS AND ABILITIES:

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the

job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Movement between buildings and up and down stairs is required.
- Some filing is required.
- This would require the ability to lift up to 25 pounds.

WORK ENVIRONMENT: The Work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

- Works predominantly indoors, but does move between different buildings.
- The noise level in the work environment is usually moderate.
- The employee will perform some work- related travel.

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

AAP/EEO: The Women's center is an equal employment opportunity and affirmative action employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, protected veteran status, status as a qualified individual with a disability, or any other characteristic protected by law.

This Job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modification.

Signatures: