



Position Opening
Full Time
Housing Assistance Programs

Position: Community Support Specialist

Reports to: Director of Housing Assistance Programs

FLSA: Non-Exempt

Hours: 37.5: Weekdays, may include some flexible weekend and evening hours

Functional Definition/Summary:

The Community Support Specialist (CSS) works under the direction of the Director of Housing Assistance Programs to provide service coordination and supportive counseling to the participants of the housing programs. The goal of the Housing Assistance Program is to assist participants in transitioning from homelessness to permanent housing, preventing homelessness with diversion strategies (eviction prevention), gaining needed services, such as referrals to programs, assisting in applying for entitlements/income, searching for affordable housing, etc. which affords them permanent housing and ends their episode of homelessness. The CSS works independently towards these goals, however, s/he is expected to consult with the program director as needed. Other duties include: community building, daily progress documentation, continued maintenance and improvement of the program, attendance and participation at staff meetings, assistance to the larger housing assistance programs of CHS, and performance of other administrative, financial, and programmatic duties pursuant to program guidelines and regulations.

CHS uses the Housing First and Harm Reduction service delivery models, assisting clients with housing as the immediate need without requirements to abstain from any harmful behavior prior to being housed. Full time employment benefits include; Health, Dental, Vision, Generous PTO and Holidays. Life Insurance/STD/LTD, and 401(k).

Responsibilities and Duties:

Service Coordination-Participant Involvement

- Provide individual assessment of participant needs. Assist the individual in meeting their goals. This includes a heavy emphasis on need for income, affordable and appropriate housing and other supportive services.
- Provide assistance in locating and securing housing including landlord relations and independent living skills development.
- Provide referral services to appropriate referral base, such as D&A, medical, MH, housing, vocational, educational and family services.
- Establish a supportive relationship with participants' to assist them in improving their understanding of themselves including basic issues like respect for differences, individual uniqueness, creating and maintaining relationships and values.
- Advocate for appropriate entitlements and for access to appropriate services with other agencies.
- Encourage and support clients to connect and utilize resources in their communities and build community linkages.
- Conduct monthly home visits to ensure habitability standards are being met.

- Performing routine recertification to include budgeting, assessment of barriers and support systems, and progress on goal plans.

Service Coordination-Administrative Involvement

- Maintenance of progress notes in the CHS database and creation/maintenance of paper records.
- Paperwork process related to fiscal and the CHS database.
- Generates statistical and written reports as requested by her/his supervisor.

Service Coordination-Programmatic Involvement

- Participate in scheduled CHS staff meetings and other related scheduled meetings.
- Communicate with the CHS staff, other service providers and landlord/building management as needed and appropriate regarding participant issues.
- Maintain open communication and work cooperatively with other CHS staff to establish and fulfill overall agency and program goals and objectives.
- Assist other homeless assistance staff, both management and program, as needed.
- Consult with the program director on strategies to improve the effectiveness of the programs, given agency and program mission and working practices.
- Network and cooperate with external agencies to access appropriate services for all participants of the program.

Minimum qualifications for application:

- Bachelors Degree and 2 years experience in the social service field or 3 years case management/service coordination experience or combination of work or equivalent level of education, work and/or life experience.
- Experience with helping the homeless preferred.
- Experience in mental and behavioral health field preferred.
- Must have experience working with other social/supportive services.
- Sound interpersonal and problem solving skills.
- Sensitivity towards individuals and families in need of program services, especially those with behavioral, mental and physical health barriers
- Excellent oral and written communication skills
- Ability to set priorities and work autonomously
- Ability to maintain professional boundaries
- Ability to schedule and manage multiple job responsibilities efficiently and effectively.
- Must have reliable transportation.

Community Human Services is an Equal Opportunity Employer

Qualified candidates submit resume, salary requirements and cover letter to:

Seth Abrams

Director of Housing Assistance Programs

sabrams@chscorp.org