

Shelter of Flint, Inc.

Job Description

Position: Support Service Specialist - PSH (Permanent Supportive Housing)
Hours: Monday - Friday 8 am – 4 pm
with flexible hours as needed to complete work required for this position.
Salary: \$17.00 with full benefits including medical/dental/vision/life insurance

Reports to: Support Services Manager – PSH (Permanent Supportive Housing)

Responsibilities

Team Commitment:

- Work mindfully and purposefully as a member of the Permanent Supportive Housing (PSH) team to create an environment of respect, inclusion, learning and productivity.
- Abide by and uphold all policies and procedures, professional codes of conduct, and required guidelines for conduct when working with vulnerable populations.
- Participate in individual and group scheduled supervision as way to increase competencies, work toward professional goals and contribute to the learning environment.
- Participate in PSH team meetings to communicate relevant information on clients, residents and facility issues.
- Attend periodic staff training and all-agency staff meetings.
- Participate as indicated, in all site visits and audits.

Client Specific:

- Conduct support service assessments of each assigned client, identify needs and goals, and help them formulate appropriate goal plans.
- Assist client with locating safe and affordable housing that falls within MSHDA guidelines, and then coordinate with Property Manager to house client.
- Through in-house meetings and community home visits, meet with Permanent Housing clients on an appropriate schedule to discuss progress towards recognized goals, identify potential barriers and relevant solutions, and advocate/provide referrals as appropriate.
- Maintain accurate Support Service case noting documentation and data entry in the Homeless Management Information System in a timely manner.
- Act as a liaison between the client and Property Management to maintain stable housing for client while also maintaining a positive working relationship with Property Management.
- Complete MSHDA Housing Quality Standards training course to become authorized HQS inspector.
- Coordinate inspections of potential housing properties and provide relevant recommendations.
- Review client requests for rent/deposit and utility funds, complete appropriate paperwork and assist in fund distribution.
- File appropriate rental and support service paperwork and submit to Shelter of Flint's finance department.
- Complete accurate Support Service program statistical reports and provide to the Permanent Housing Supervisor on the first working day of each calendar month.
- Develop and initiate client workshops, meetings and community-based activities as appropriate.
- Perform community-based presentations regarding the Support Service program, its clients and successes.
- Assist in the coordination & implementation of program specific outcome based evaluation measures.
- Assist with the collection and distribution of donated household items.
- Assist with the annual collection and distribution of holiday gifts.
- Other duties as assigned.

Applicant Requirements:

- Minimum Bachelors' degree
- Minimum two years human service experience.
- Experience working with various public housing programs.
- Experience working with the Veteran population preferred.
- Excellent verbal/non-verbal/written communication skills.
- Empathetic listening skills.
- Accuracy in reporting and statistical tabulation.
- Work well both independently and as part of a group.
- Reasonable flexibility with scheduling (some evenings/weekends).
- Experience with property management desired.
- Reliable transportation

Interviews are ongoing and the position will remain open until filled by a highly qualified candidate.