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| Job Title: | **Lead SSVF Housing Resource Specialist** |
| Department: | **Community Services** |
| Reports to: | **Homeless Programs Coordinator** |
| Grade: | **DS** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Melodie Linebaugh** |
| Date: | **February 4, 2021** |
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| Purpose:  The Lead SSVF Housing Resource Specialist will work in partnership with the Northwest Michigan Coalition to End Homelessness or applicable Continuum of Care to administer SSVF offered through NMCAA. The Lead SSVF Housing Resource Specialist will act as a leader in the community and among the SSVF Housing Resource Specialists advocating for an end to veteran homelessness. | |
| **Essential functions:**   * Provide Team leadership for SSVF Housing Resource Specialists. Through expertise, knowledge, training, and regular meetings establish an environment for case managers to learn share and engage in personal growth. * Attend Community meetings, trainings, and obtain updated information on SSVF programs; making sure to share and instruct SSVF team members on any changes in procedure or documentation. * Aid supervisors and managers in regard to SSVF programs. * Provide strength based, client-centered housing focused case management to veterans and their families exiting homelessness. The housing support services may include development of a crisis plan, a guest policy, budgeting, rental payment assistance, linkage and referral to other applicable community resources and supports, as well as housing related goal development. * Create a strength-based housing plan to resolve the homeless crisis and/or prevent homelessness that will stabilize the individual or families housing situation. The SSVF HRS will assist clients in creating goals and setting up a network of resources that will help them to maintain permanent housing. Resources may include but are not limited to: VA, HUD VASH, DHHS, Community Mental Health services, Michigan Works! NMCAA Budget Counseling, domestic violence counseling, other Veteran related services and/or addiction treatment services. * Outreach with area shelters, human service providers, Continuum of Care, the VA and other agencies to create a strong Coordinated Access into the Homeless Response System. * Assist clients with determining what housing is affordable, locating affordable housing, filling out rental applications, and acting as a mediator in landlord disputes. SSVF HRS will assist clients in maintaining their permanent housing. * Provide financial assistance to eligible clients through the NMCAA Homeless Prevention programs to clients such as: SSVF, Emergency Solutions Grant, HCV with Homeless Preference and DHS-Disabled Families PSH program. The HRS will learn program guidelines and follow them appropriately to keep in compliance with the grant. * Complete a Service Prioritization Decision Assistance Tool (SPDAT) for all clients they are working with and use it in developing a housing plan and retaining permanent housing. * Placing eligible veterans and their families on the MSDHA Housing Choice Voucher waiting list with homeless preference and connecting them to the VASH voucher program. SSVF HRS to additionally complete 120-day recertification for applicable clients within the MSHDA HCV applicant portal. * Fill out the necessary paperwork on clients receiving a DHS Motel Voucher. * Placing eligible individuals and families on the MSDHA Project Based Voucher (PBV) waiting lists with homeless preference. SSVF HRS will provide Housing Support Case Management to clients where NMCAA is the lead agency and/or those clients referred by NMCAA to the PBV complex. * Complete a Homeless Management Information System (HMIS) profile and maintain clients’ information into the system. Complete information live as they meet and work with their clients. * Maintain in HMIS a minimum of 94% data quality and 100% in data completeness under the SSVF Provider Pages as per program requirements. * Conduct landlord outreach to maintain existing relationships with landlords, as well as to recruit new landlords into applicable programs. * Performs other related duties as required and/or assigned. * Conduct on-going outreach for the SSVF program to identify clients at risk and ensure all veterans experiencing homelessness are linked to available SSVF services. * Develop a local network of Veteran service agencies (Veteran Service Team) and develop a by-name list that will ensure that all homeless veterans will be housed and given the opportunity for entry into the SSVF program or other community services. | |
| Position Objectives:   * To effectively and efficiently perform the essential functions for the betterment of NMCAA and our communities. | |
| **Measured by:**   * Annual performance reviews * Annual ROMA reports * Ongoing assessment | |
| **Minimum Education:**   * BA/BS in psychology, social work, human services, or related field preferred or equivalent experience. | |
| **Minimum Experience:**   * At least 2 years’ preferred experience working in a human service-related field. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. * Ability to effectively communicate (written and verbal) with clients, staff and management. * Ability to carry out all required functions to meet annual program goals. | |
| **Minimum Skills Required:**   * Strong communication skills including, listening, verbal, and written communications. * Strong organizational skills. * Excellent report building skills to establish or maintain community partnerships with other organizations. | |
| **Minimum Physical Expectations:**   * Be able to drive and travel as needed. * Physical activity that often requires extensive time working on a computer, involving keyboarding, sitting, and phone work. | |
| **Minimum Environmental Expectations:**   * The SSVF Housing Resource Specialist operates in an office setting. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. | |