

LA FAMILY HOUSING

POSITION DESCRIPTION

POSITION TITLE:	Housing Stabilizer
DIVISION:	Programs – Housing Stabilization
LOCATION:	PSH – Scattered Sites- Primarily Palmdale Lancaster Area

SUMMARY OF THE ORGANIZATION

LA Family Housing (LAFH) is a premier nonprofit organization that helps people transition out of homelessness and poverty through a continuum of housing enriched with supportive services. Since 1983, LAFH has become one of the largest comprehensive real estate developer and homeless service provider agencies in Los Angeles and a regional leader providing solutions to end homelessness. In 2016, LAFH helped more than 7,000 individuals end homelessness and poverty in their lives with a client-centered approach to meet the needs of each individual. Its proven model connects participants to permanent housing and helps them achieve long-term housing stability through a full continuum of services. LAFH owns and operates 24 properties, including 3 bridge housing and 21 permanently affordable apartment buildings, with plans for additional developments in the future.

SUMMARY OF RESPONSIBILITIES

The Housing Stabilizer is responsible for the development and implementation of a housing stabilization plan for formerly homeless individuals who are newly housed; housing stabilization plan will focus on increasing housing sustainability through a “whatever it takes” approach - non-traditional case management that encourages flexibility and creativity in your work as well as collaboration with outside resources and partners to limit/remove barriers impeding participants’ access to housing, transportation, income, health, mental health, housing stability, and overall well-being. Housing stabilization support will occur via phone, email, mail and/or in person. Responsible for building and maintaining relationships with landlords/management firms/property owners as well as with partner agencies and resource providers in the Coordinated Entry System. Stabilizers are also responsible for learning and staying up-to-date on the best practices in homeless services (e.g. Housing First Model, Harm Reduction, Motivational Interviewing, etc.).

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SPECIFIC DUTIES

- Assess each participant's acuity using evidence-based assessment tools and work with participants to create a housing stabilization plan that will maximize housing retention and increase quality of life and community engagement. Assessments will be conducted face-to-face and in the participant's home whenever possible.
- Assist participants with accessing resources and services to increase housing stability (e.g. linkage to primary care physicians, health insurance, food banks, credit repair, legal aid, In Home Supportive Services (IHSS), money management, tenant rights and responsibilities, mental health, benefits enrollment, etc.). Conduct regular home visits and accompany participants as needed to appointments related to housing stability (e.g. HACLA appointments, doctor appointments, court appearances, benefit hearings, etc.).
- Provide counseling, instruction, and assistance (one-on-one and in group settings) to participants in the area of increasing skills of independent living such as paying bills, household management, personal care, cooking and nutrition.
- Assist participants in developing and attaining goals related to education, vocational training, and/or employment.
- Provide crisis intervention as needed, if participant is at imminent risk of returning to homelessness.
- Provide advocacy as needed to help address issues and barriers between landlord and participants; assist with referrals to Fair Housing.
- Work to consistently develop and maintain collaborative relationships with partner agencies and services providers within the Coordinated Entry System to address participant needs relevant to increasing income, improving daily living skills, and increasing community engagement. Participate in case conferences, tenant meetings, staff meetings, and community meetings as required.
- Keep up-to-date, accurate, well-written/well-documented case notes that correspond to services provided to each participant; complete all documentation and paperwork within the mandated timeframes; prepare clear, thorough written assessments and referrals for inclusion in individual case files and provide supervisor with any and all information requested in the timeframe given. Develop, maintain, and regularly update files with all required documents from various funders.
- Attend required trainings; seek out learning opportunities for continued education; stay up-to-date on the best practices in ending homelessness and participant care; participate in agency's internship program as needed.
- Additional tasks, projects and responsibilities as assigned by supervisor.

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ACCOUNTABILITY AND REVIEW

Position reports to: Housing Stabilization Manager

Performance review: Annual

DIRECT REPORTS

Number of employees receiving work direction: Zero (0)

Position titles reporting to position: N/A

MINIMUM QUALIFICATIONS

KNOWLEDGE AND SKILLS

- Demonstrated knowledge of housing stabilization skills including tenant rights, standard lease agreement adherence, and community resource-linkage
- Knowledge of housing assistance programs
- Tenant/landlord law and tenant/landlord/relations
- Ability to network and build relationships; locate and develop housing contacts
- Ability to act as a liaison between the client and landlord/property owner to resolve issues
- Creative and solution-focused problem-solving skills
- Must be able to perform extensive charting, electronic data entry and documentation
- Strong advocacy skills
- Excellent written and verbal communication skills
- Ability to work in a team and independently
- Bilingual: Spanish/English preferred, but not required
- Knowledge of Housing First Model, Harm Reduction, and Motivational Interviewing
- Must have valid CA driver's license as driving to participants' homes and community/staff meetings is required
- Maintain and execute confidential information according to HIPAA standards
- Obtain and maintain CPR/First Aid Certification
- Ability to pass post offer Tuberculosis (TB) clearances

EDUCATION AND EXPERIENCE:

- Preferred Master's Degree (MSW, MFT, or other social service related field). Minimum of BA and at least two years of experience in a related field. Salary range based on education and experience.

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EMPLOYMENT CLASSIFICATION

FLSA STATUS: Non-Exempt

PAYROLL STATUS: Hourly

WORK SCHEDULE: Full-time

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

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 job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport clients; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

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With my signature below, I acknowledge that I have received a copy of the above job description. I understand that if I have questions regarding my job duties, responsibilities and/or Core Values, I should contact my immediate supervisor or the Human Resources Department.

Name: _____

Signature: _____

Date: _____