



## **Housing Matters Housing Stabilization Specialist**

Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring. Under direction, Housing Stabilization Specialists will carry a caseload providing housing stabilization social services including income enhancement, benefits counseling, connection to natural supports; develop service plans which may include the need for specialized social services.

### **Typical Job Duties**

- Support case managers by conducting client interviews, assessments, and assist participants in developing and/or following housing stability case plans.
- Coordinate with case managers and other support staff to meet stabilization and retention goals.
- Provide budget assistance, job search and employment assistance, training and education, benefits counseling, and other services related to attaining income and managing a household budget.
- Serve as a liaison between participants and their landlords; help with emergency and crisis plans related to housing, landlord communication, and neighbor issues.
- Connect participants to natural and community-based supports such as volunteer opportunities, recovery groups, social clubs, sports teams, friends and family, etc.
- Connect participants to medical insurance, primary care providers, and other health supports
- Explore problem-solving housing strategies such as Homeward Bound and family mediation with unhoused participants
- Accept each participant for who they are and where they are, and then provide options, information and choices that allow for stimulating change.
- Develop and maintain accurate written case records including intake, assessment, ongoing case plan, and progress notes.
- Meet all administrative requirements including recordkeeping, HMIS, staff meetings, etc.
- Maintain confidentiality and treat participants with dignity and respect at all times.



- Assist in overall administration of the assigned program.
- Perform other duties as assigned.

## **Employment Standards**

Working knowledge of:

- social casework objectives, principles, methods, and caseload management and organization.
- social and economic factors which influence individuals and/or households experiencing homelessness.
- principles of human behavior and development and psychological defense mechanisms. reactions to stress.
- community health, welfare, social, and legal support systems, and other resources available to clients.
- interviewing and record keeping techniques, including the documentation of all actions and contacts in case files.

Some knowledge of:

- the specialized program area to which assigned.
- the policies, and administrative procedures of Housing Matters supportive services programs.

**Ability to:**

- Communicate and relate effectively with clients, who may be emotionally or mentally disabled, medically disabled, elderly, substance abusers, victims of domestic violence or fiduciary abuse.
- Establish and maintain effective working relationships with others, including clients, family members and others who may be under distress or duress.
- Locate, develop, and use community and agency resources for the benefit of clients and advocate for services on behalf of clients.
- Facilitate maximum client participation in service plans.
- Manage assigned caseload and establish caseload priorities to meet client needs and agency expectations;



Resolving  
Homelessness  
Together

- Acting as a lead worker over a small group of case managers may be required for some positions.
- Prioritize and respond to demands of caseload in a prompt and efficient manner.
- Recognize and analyze problems, gather relevant information, establish facts, draw valid conclusions, respond to case details promptly, and communicate clearly and concisely both orally and in writing.
- Maintain current and accurate records.
- Learn complex regulations, policies and procedures and apply them appropriately in management of assigned caseload.
- Work effectively under pressure and deadlines.
- Deal with hostile, aggressive and abusive persons.
- Meet specific monthly and annual housing retention targets.

**Training and Experience:** Any combination of training and experience which would provide the required knowledge and abilities is qualifying. Typical ways to obtain these knowledge and abilities would be:

A minimum of one year of experience performing social service casework services comparable to a Case Manager I at Housing Matters in an exceptional manner exceeding all standards and abilities,

OR

A Bachelor's Degree from an accredited college with a major in social work, social welfare, human services, or one of the social or behavioral sciences.

#### SPECIAL REQUIREMENTS

- Possession of a valid California Class C Driver's License or must be able to provide suitable transportation which is approved by the organization may be required for certain positions.

#### HOURS

- This is a full time, hourly, benefited, non-exempt position. Occasional evenings and weekends required. Health Insurance and PTO benefits begin after 90-day introductory period.



## Application Process

Please email a cover letter and resume to the attention of Human Resources at [recruiter@housingmatterssc.org](mailto:recruiter@housingmatterssc.org). No phone calls or faxes. Housing Matters is an Equal Opportunity Employer.