

NEW RIVER COMMUNITY ACTION, INC.
Homeless/Housing Programs

LEVEL 2 HOUSING COUNSELOR, RAPID REHOUSING PROGRAM

Job Description

General Description:

Under the direct supervision of the Homeless/Housing Programs (HHP) Coordinator, the Level 2 Housing Counselor is responsible for the provision of housing counseling and case management including financial assistance for low -income people in the New River Valley who are homeless, assists with housing search and placement along with leveraging supportive services that will assist the participant household to maintain permanent housing.

Duties and Responsibilities:

1. Develops a housing procurement, financial, and self-sufficiency case management plan with clients. This will include intake interview to determine client's needs, goals, and eligibility. Assist participants in development of a individualized goal and action plan that promotes permanent housing and self-sufficiency.
2. Provides case management and housing counseling in accordance to developed plan, including financial assistance to applicants in accordance with approved case management and housing counseling procedures. Follows Virginia Department of Housing and Community Development, Department of Housing and Urban Development, and NRCA approved screening, intake and application procedures. Establishes rapport and a good working relationship with each client. Maintains confidentiality of family records and information.
3. Assists in development of and encourage adherence to a personal budget through pro-active housing and budget counseling sessions; provide budget counseling and education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.
4. Assists participants in locating and securing housing of their choice.
5. Provides mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
6. Creates and maintains consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors and creditors). Serve as an ongoing liaison between property managers and participants as well as between participants and neighbors.
7. Provides information and referral assistance regarding available support from appropriate social service agencies and/or community programs. Identify participant strengths and barriers to stability and assist participants to reducing barriers and linking to resources and services.
8. Meets weekly, or more often as necessary, with Coordinator to establish schedule and discuss cases.
9. Provides all services and documentation as required by funding source and agency. Maintains neat, accurate, complete case files on each applicant. Enters client data into NRCA client database as required and other data entry as required by grants.
10. Tracks financial assistance to clients and monitors spending for grant compliance. Completes voucher forms, vendor authorization forms, and tracks checks sent on behalf of clients receiving financial assistance. Reviews spending and progress on monthly performance goals with Coordinator at weekly supervision meeting.
11. Conducts outreach with local landlords to inform them of agency services and procedures, and to identify landlords who are willing to accept clients who meet program criteria. Works with landlords of current clients to ensure payments are received and client is meeting obligations of program.
12. Conducts home visits for Basic Habitability Checks and Lead Based Paint inspections as required by grant. Provide pro-active follow-up home visits to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources to assist with reintegration of participants in the community.
13. Applies knowledge of residential lease contracts to educate clients of their rights and responsibilities.
14. Transports clients as deemed necessary. Transportation requirements should be limited to housing and job searches and occasional visit to relevant social service agencies.
15. Participates fully in staff meetings and training experiences as deemed necessary by the supervisor.
16. Works within required state and federal guidelines; follows agency policies/procedures in all areas.
17. Professionally represents NRCA in the community.
18. Personally reports to Department of Social Services all suspected child, aged or incapacitated adult abuse and neglect as required by law and document accordingly. Informs supervisor of all reports to Department of Social Services.

19. Performs all other duties that advance the philosophy and goals of the program and NRCA as deemed necessary by the supervisor.

Knowledge, skills and abilities

Must maintain regular attendance and perform job duties and responsibilities in a satisfactory manner. Notifies supervisor by 7:30 am if unable to report to work.

Must have no impairments which would impede the ability to perform the essential functions of the job.

Must be capable of exercising good judgment in dealing with clients.

General knowledge of social, economic needs; ability to establish and maintain effective working relationships with others; ability to communicate effectively, both oral and written.

Capacity to problem solve, handle crises, and work with families and children of various cultures from low-income backgrounds.

Approach to working with families that is empathic, nonjudgmental, respectful, and professional.

Willingness and ability to utilize computer in managing client data to meet essential job requirements. May be required to use computer up to 4 hours in a given day. Ability to fluently use or learn to use Microsoft Office and online database.

Must be able to become certified as required by funding sources and participate in training required for Housing Counselor certification (training sessions held out of area). Must be able to become certified in Rental and Homeless Counseling. Must be willing and able to become a member of the related professional associations and attend meetings.

Prior to employment, the applicant must sign authorizations for NRCA to perform DMV and Criminal Record Checks to demonstrate that a satisfactory driving record and no pending or founded charges or convictions related to abuse, neglect, and/or exploitation of children or adults (or other felony or misdemeanor charges which would conflict with the mission and philosophy of the agency).

Driving is an essential function of the job. Must possess valid driver's license and safe driving record. Must be able to drive up to 4 hours per day, but may be required to drive more than 4 hours in a given day. Some night/overnight driving may be required for night or out of town trainings or meetings.

If agency vehicle is unavailable, must have vehicle with valid inspection and insurance meeting minimum state requirements available for transporting individuals and families within the New River Valley, and in pre-approved cases outside the New River Valley.

Mileage reimbursed by NRCA.

Excellent communication skills, particularly listening, mediation, and writing skills.

Possess strong organizational skills with ability to meet a demanding workload.

Detail oriented to complete requirements of files and contract compliance.

Knowledge or understanding of tenant's rights and responsibilities.

Concentrated record keeping, budgeting, and mathematical skills; ability to produce required reports to federal, state, and local government agencies and funding sources.

Demonstrated knowledge of community resources, social service agencies, and landlords.

Sensitivity to cultural and socioeconomic characteristics of population served.

The ability to work collaboratively with other personnel and/or service providers or professionals.

The capacity to maintain a role to empower clients and to intervene appropriately to meet service goals.

Education and Experience:

1. A Bachelor's Degree in Human Services or a related field or another degree with an equivalent number of credits in human services plus one year of experience OR
2. An Associate's Degree in Human Services or a related field or another degree with an equivalent number of credits in a human services plus four years related experience with human service agency or program

Pay Scale:

Wage, non-exempt position. This position may be a full or part time position as determined by Program Coordinator.

This position is classified as grade 19 on NRCA pay scale table currently in force.

Signature Acknowledgement of Receipt:

Employee	Date	Supervisor	Date
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Return signed page to Human Resources Manager.