



Position Title: Client Service Specialist-Housing

Reports to: Executive Director

Hours: 20-40 hrs per week

Position Summary:

SAN is currently seeking a passionate and professional individual to join our team as a Client Service Specialist-Housing. This position will assist clients in accordance with established guidelines, regulations, policies, and practices for two programs: Housing Opportunities for People living With HIV/AIDS (HOPWA) and Ryan White Emergency Financial Assistance (EFA). Responsibilities include conducting outreach, client interview, intake, and assessment of needs; development and implementation of individualized case plans; incorporation of life skills training including budgeting, housing, employment, legal and more; connection with community resources; and enforcement of program policies. Assessment of eligibility for financial assistance for persons and families experiencing a recent loss or reduction in income or an increase in expenses and who would benefit from financial assistance. Coordinate linkage and referrals for clients in need of services. Monitor clients progress in accomplishing service plan goals. Coordinate distribution of funds to individuals and families requiring supportive services, emergency financial assistance, temporary assistance, transitional assistance, or tenant-based rental assistance. While this position will be coordinating client housing services primarily in Spokane County, when the need arises in other Eastern Washington counties, it will be incumbent upon the individual in this role to meet the needs of that household.

Under the general direction of the Executive Director, the Client Service Specialist-Housing is responsible for the provision and coordination of home visits, social service referrals, housing placement and housing stability management for up to a 25-client caseload. The position is also responsible for ensuring compliance with contract services and ensuring all clients are engaged in health care and additional services based on client need. The ideal candidate must have acceptance and experience in support, assisting and interacting with clients who present with varying degrees of independence, mental stability and/or are in current active substance use utilizing the framework of harm reduction and/or Housing First milieus for low barrier access to housing and services.

The nature of this position is extremely independent, requiring excellent interpersonal relationship and communication skills, organization and time management skills, common sense regarding personal safety, creative thinking, multitasking, and conflict resolution skills.

Essential Duties/Job Responsibilities:

- Collect necessary documentation to verify program eligibility and continued compliance.
- Measure health and housing outcomes.
- Provide outreach and housing-focused case management services.
- Protect confidentiality of clients personal health information.
- Assist chronically unhoused and unstably housed HIV positive clients in locating and securing quality housing and/or increasing income.
- Complete all documentation in a timely, accurate, legible, and clear manner.
- Triage clients who are requesting housing assistance services to identify and screen clients for appropriate services and/or funding. Work with the program manager for final determination as to eligibility for rental assistance programs in accordance with applicable established program regulations and policies.
- Complete assessments, develops service plans, and connects clients to various community and government resources for support.
- Develop and update, at a minimum 2x yearly or as needed, an individual housing plan addressing any barriers to housing and housing stability, income instability, and any current health care needs, including needed connections to insurance, medical case management and/or medication adherence. As well as identifying and goal setting for client's personal growth and well-being goals.
- Advocate on behalf of clients to decrease service gaps and remove barriers to services.
- Assist clients in developing and utilizing independent living skills and strategies.
- Provide information and referral to clients as requested or needed.
- Help address mental health, housing, food insecurity, transportation, employment, and other barriers that may increase risk



of homelessness.

- Maintain comprehensive knowledge of community services and resources.
- Follow up on clients housing stability.
- Maintain accurate progress notes, housing plan reviews and services provided in client records as specified in agency policy, program guidelines and performance standards.
- Process payments for clients in housing and supportive services. To include HOPWA STRMU, PHP, TBRA and Ryan White EFA.
- Collect all required documentation for financial assistance (lease, utility bill(s), W9).
- Conduct housing inspections based on HUD requirements that correspond with funding sources.
- Prepare necessary program reports and records as requested by the supervisor and/or manager.
- Provide advocacy as needed for clients with property management; to ensure a successful housing placement as well as responding to property complaints, enquiries, and questions.
- Participate in case conferencing with case management team and/or community partners to evaluate and respond to client needs and plan for continuing services.
- Attend and participate in community meetings and outreach events to develop relationships with community agencies.
- Attend all required meetings with SAN and partnering agencies.
- Facilitate groups and workshops on topics that will increase clients' knowledge of housing, basic financial and life skills, employment, or other topics as the need arises.
- Utilize data and other relevant information to inform the creation or revision of housing programs.
- Assist other staff with assignments or special projects as necessary, and performs other related duties as required or assigned.

Standards:

- Comply with policies & procedures and quality standards
- Represent SAN in a positive, compassionate & professional manner at all times.
- Support & promote positive teamwork across SAN.
- Treat all persons with dignity.
- Ability to work as part of a multidisciplinary team.
- Maintain professionalism when representing SAN within the community.
- Maintain agency & client confidentiality.
- Ensure that confidentiality is maintained as required and sensitive information is handled appropriately.
- Represent SAN at community fundraising events throughout the year.
- Clear criminal background check

Knowledge:

- Ability to listen attentively and communicate effectively and persuasively, both orally and in writing, in clear, concise language appropriate for the purpose and parties addressed, concerning confidential, complex and/or sensitive matters.
- Attentive to detail, consistently following written and oral instructions and guidelines, and maintaining a high degree of accurate and complete records.
- Ability to work compassionately with clients.
- Working knowledge of Microsoft products such as Word, Excel, Access, and Outlook as well as the ability to learn specialized software.
- Excellent oral and written communication and interpersonal skills.
- Understanding of client advocacy and client self-determination.
- Experience working with individuals living with HIV/AIDS, substance use issues and/or with mental health needs.
- Knowledge of housing issues and available resources.
- Ability to use a holistic, trauma-informed, client-centered approach.
- Experience conducting outreach.
- Ability to work with diverse communities and demonstrate cultural sensitivity.
- Excellent organizational skills.
- Ability to effectively resolve conflict and cope with crisis situations.
- Must be self-motivated.
- Understand how to conduct services in an equitable manner.



- Ability to work under pressure, addressing multiple priorities.

Desired Qualifications:

- **Bachelor's Degree in social service field** from an accredited program and one (1) year of paid direct experience providing client services in Department of Commerce and/or HUD-funded housing program(s); or an associate's degree in social work from an accredited program and three (3) years of paid experience providing direct client services in Department of Commerce and/or HUD-funded housing program(s); or high school diploma or equivalent and five (5) years of paid experience providing direct client services in Department of Commerce and/or HUD-funded housing program(s).
- 1+ years' experience working with individuals experiencing homelessness, or people living with disabling conditions, including severe and persistent mental illness/substance use and/or HIV/AIDS.
- Access to reliable transportation with valid driver's license and insurance required.
- Bilingual (Spanish/English) a plus.