

HOUSING SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of the Director of Housing & Homelessness, the incumbent implements housing initiatives through programmatic services by working directly with clients and liaising with the DSS Temporary Assistance Emergency Housing Unit. The position will serve as a point of contact for emergency housing clients and other DSS clients looking for assistance in resource navigation and locating permanent housing options. The incumbent will provide support to clients by engaging with staff in the Temporary Assistance Emergency Housing Unit and providing proactive, hands-on assistance to achieve the best outcomes for clients. Work is performed under the general supervision of the Director of Housing & Homelessness, with some leeway allowed for independent judgment. Supervision over the work of others is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Supports emergency housing clients as they seek permanent housing, utilizing in part information provided from temporary assistance cases;

Works with the Emergency Housing Coordinator and Director of Housing & Homelessness, to ensure any issues with placement are efficiently addressed;

Works with the Temporary Assistance Unit to ensure as much stability as possible for emergency housing clients;

Acts as supportive guide to emergency housing clients and to DSS Temporary Assistance Unit by providing direct assistance to clients including helping with paperwork, forms, calls, and other steps as needed related to finding permanent housing;

Assists clients with effective communication with landlords, property managers, and organizations to secure permanent housing and advocates on their behalf when necessary;

Proactively assists clients in troubleshooting issues and directly connects them with resources they may need including mental health, employee assistance, transportation, or other needs;

Acts as a liaison with local housing organizations, local housing officials, housing related service providers and landlords in providing community outreach, and resolving client problems;

Works with clients to secure permanent housing, including assisting clients with apartment searches, filling out applications, obtaining security deposit, reviewing of lease agreements with clients, ensuring required documentation is compiled, application for subsidy and other as needed;

Works with the Director of Housing & Homelessness, on scheduling and tracking ongoing engagement to ensure housing continues to remain stable for those who secure permanent housing;

Proactively and regularly engages clients to ensure communication with landlord and/or property management is successful, mediates concerns or issues with landlord and/or property management;

Regularly reports to the Director of Housing & Homelessness, on any issues that arise and recommends actions for resolving issues.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of local, state, and federal related housing programs, procedures, laws and regulations; good knowledge of housing and housing market conditions in Ulster County; working knowledge of the need in the community for housing; working knowledge of DSS organization, policies, procedures, and objectives; ability to work collaboratively within a team to provide services; ability to organize and coordinate information regarding housing; ability to utilize effective reporting systems; ability to communicate effectively both verbally and in writing; ability to establish and maintain working relationships with DSS staff, local officials, partners, vendors and other professionals as required; ability to understand and interpret complex oral and written information; good powers of observation; resourcefulness; integrity; sound professional judgment.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a bachelor’s degree and one (1) year of full-time paid, or its’ part-time equivalent, experience in a human services setting determining eligibility for services, which included experience in housing services; **OR**
- B. Possession of an associate’s degree and three (3) years of full-time paid, or its’ part-time equivalent, experience in a human services setting determining eligibility for services, one (1) year of which must have included experience in housing services; **OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ULSTER COUNTY
3568 HS SPEC
Classification: Competitive
Grade: 14
Union: CSEA

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