

Supportive Services Supportive Housing Specialist

Responsible for assisting clients secure safe affordable housing to help them maintain a stable community living environment of their choice.

Supervisor: Supportive Services Supervisor or designee

Education/Qualifications:

- Associates Degree in Human Services Field
- High School Diploma, GED **and** at least two years of experience working in the Human Services field.
- Ability to thrive in an independent, self-guided manner
- Understanding of mental illness and co-occurring disorders, engagement strategies, wellness self-management,
- Working knowledge of services and community resources that will help the client to remain in stable housing.
- Aptitude for developing collaborative relationships with community partners
- Empathetic individual with the ability to demonstrate poise, tact, and diplomacy
- Strong oral and written communication skills
- Basic computer software knowledge (i.e., Word, Excel, Microsoft Outlook etc....).
- Valid driver's license, acceptable driving record with auto insurance coverage as defined by agencies carrier.

Key Job Functions:

- Searches for safe and affordable housing for client caseload in a timely manner.
- Assist client with the application process for SSI, SSD, DSS Medicaid, food stamps, section 8 housing and any other wrap around services that will help the client gain independence
- Provide support to the client with establishing and maintaining utilities.
- Assist clients in establishing the basic independent living essentials e.g., furniture, mattress, dishes, small appliances linens etc....
- Coordinates moving needs of clients, as necessary.
- Assist the client when necessary to settle housing related disputes with the landlord.
- Schedules 1:1's to facilitate direct contact with the client on at least a monthly basis for the purpose of reviewing their current living environment and monitoring their mental health status.
- Maintain adequate records and provider reports and statistics as requested by the supervisor.
- Documents all visits and client contacts in the client notebooks.
- Assist clients in the understanding of public transportation schedules and locations, transport client when necessary
- Coordinates treatment and emergency intervention when and if needed, to meet the needs of the client.
- Gathers all client income verification to determine stipends.
- Maintain complete and accurate client files including records on eligibility and statistical data as required by AH&D and funding sources.
- Regularly reviews client's personal records and finances to assure continued compliance with program(s).

Arbor Housing and Development Expectations:

- Report to work on time and work your scheduled shift, except in cases of emergency.
- In the case of an emergency, contact your immediate supervisor and/or on call designee for guidance.
- Complete, clear, quality, integrity based and timely documentation for each client on your assigned caseload.
- Effectively discharge the key job functions of your job in accordance with Supportive Services rules and regulations, AHD Code of Conduct and Standard of Acceptable Behavior
- Support a Non-Discrimination/ Anti-Harassment/Sexual Harassment free work environment, foster a respectful environment and refrain from unprofessional conduct as referenced in the Personnel Policy Manual

Physical Demands / Environment

- Bending, stretching, and standing for long periods of time
- Lift, push or pull 25 to 50 pounds.
- Client residence, remote and/or office setting at location assigned i.e., Hornell, Bath, Wellsville, Dansville, Elmira, or Corning

Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.