



POSITION: Housing Stability Specialist

JOB CLASSIFICATION: Full-Time, Hourly/Non-Exempt

SALARY RANGE: \$22/hour

LOCATION: Tulsa, OK

REPORTS TO: JusticeLink Housing Navigation Team Lead/Director of Criminal Justice Initiatives

OVERVIEW

Housing Solutions seeks motivated individuals who want to use their talents and skills to make a difference. As the lead agency in the HUD-funded Tulsa County Continuum of Care, we coordinate and manage over \$3 million annually in federal, state, county, and city funds for programs providing shelter, housing, and services to people experiencing homelessness.

THE OPPORTUNITY

Housing Solutions' Criminal Justice Initiatives team is seeking a dynamic professional to serve as our Housing Stability Specialist (HSS) to coordinate with JusticeLink. This position will serve as a critical piece in helping clients transition from homelessness to housing through housing and income-focused case management. Work of this category involves no supervisory duties.

The HSS is an organized, collaborative, compassionate, and outgoing professional that enjoys the prospect of working closely with clients to achieve and maintain housing stability and independence. The primary function of the HSS is to improve housing outcomes for JusticeLink Housing Navigation clients through the provision of time-limited housing and income-centered case management.

KEY RESPONSIBILITIES

- Provide direct case management services to program participants including but not limited to: conducting intakes and assessments; development of participant-centered, individual service plans; managing participant transitions into housing; providing participant advocacy and helping instill self-advocacy; demonstrating healthy landlord-tenant relationships; continuously educating participants on their



rights and responsibilities as a tenant.

- Coordinate directly with the participant's JusticeLink Resource Navigator to ensure engagement, identify service gaps, and help participant fill those service gaps.
- Coordinate directly with participant's JusticeLink Court Navigator to ensure participant is meeting all outstanding criminal-legal system involvement.
- Assisting clients transitioning into housing with the acquisition of basic home goods and other housewarming needs.
- Engage participants on a consistent basis, appropriate to prioritized needs, to identify their goals and supportive services needs to maintain permanent housing, economic stability, and mental wellness.
- Assist in the development of support systems to meet clients' needs.
- Refer clients to necessary therapeutic, social services, medical, educational, employment, etc. resources within the community (based on coordination with JusticeLink Resource Navigation).
- Maintain accurate and complete filer information, case notes, and HMIS documentation—clearly and completely documenting goals, action steps, and outcomes.
- Manage a rolling caseload of 15 participants in the above-mentioned activities.
- Establish and maintain positive, productive working relationships with property managers and management companies, shelter programs, mental health programs, Tulsa police, and other local officials, as well as providers of services and resources.
- Attend team meetings, Case Conferencing, training workshops, and community meetings as needed.
- Other duties as required, including occasional moderate lifting.



REQUIREMENTS FOR SUCCESS

- Exhibits demonstrated ability to work independently and as part of a team.
- Listens with sensitivity to other people's feelings, needs, and points of view; demonstrates tact and courtesy in expressing options or ideas.
- Is comfortable working with individuals with active criminal-legal system involvement
- Is proficient with computers and related technology.
- Displays appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.
- Completes tasks in a timely and efficient manner, utilizing good organizational skills.
- Has the ability to manage multiple cases efficiently and effectively while maintaining sound judgment.
- Adapts well to changing priorities and challenging situations; able to work flexible hours.
- Exercises good judgment and discretion in handling client confidentiality and other confidential matters.
- Able to work with and be sensitive to the needs of diverse, systemically disadvantaged persons and support Housing Solution's commitment to building equitable systems.
- Must have a valid Oklahoma driver's license, proof of insurance, and a clean driving record.
- Strong written and verbal communication skills.
- Problem-solving and conflict resolution skills.



- Familiarity with harm reduction and housing first models of service deliveries preferred, but not required.

WORKING ENVIRONMENT

Most day-to-day activities will be conducted at locations based on participant preferences – including in the homes of program participants. Outside of home visits, other locations may include partner organization offices or other community-based settings. Employees are required to use their personal cell phones (phone stipend provided) for business purposes and will be provided a work laptop. At times, this position can be emotionally stressful and requires strong boundaries, ethics and awareness of self-care. This position requires local travel and the ability to travel using own vehicle (mileage reimbursed).

This is a non-exempt, full-time position working 40 hours a week, Monday through Friday. Evening and weekend hours are very rare, but may be required at times and would be communicated in advance.

PHYSICAL DEMANDS

Service delivery may be conducted at participant homes (apartment complexes that include stairs), in unsheltered and sheltered locations. Activities may also include performing job duties in other offices or community-based settings. This position requires the ability to conduct home visits, complete data entry and other office activities using technology, and support the delivery of household items such as food supplies and/or assisting with moving into housing units.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Additional duties, responsibilities, and activities may be assigned at any time.

CORE MISSION VALUES

The ideal candidate will share Housing Solutions' core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

DIVERSITY, EQUITY, & INCLUSION STATEMENT



Housing Solutions is an inclusive employer and does not discriminate against any employee or job applicant because of race, ethnicity, religion, national origin, sex, sexual orientation, gender identity, veteran status, disability status, age, or any other protected classes. We celebrate diversity and strive to reflect the community in which we work, to better serve our clients. We welcome and encourage applications from diverse applicants, including those who have peer-experiences related to the populations that we serve. Housing Solutions is committed to creating an inclusive workplace and commits to taking appropriate measures to enable persons with disabilities to access employment opportunities and benefit equally from employment related opportunities by providing reasonable accommodation. Should applicants need reasonable arrangements to facilitate their interview and assessment during the recruitment and selection process, please submit your request in your application.