

Solutions to End Homelessness Program (STEHP)

The STEHP program provides financial assistance to help participants enter into permanent housing. Typical financial assistance includes security deposits, first month's rent, short-term rental assistance, or rental arrears payments.

The Homeless Housing Specialist (HHS) will assist in determining the eligibility and appropriate services for homeless and at-risk individuals and families through MILC's STEHP program. The HHS is responsible for assisting individuals and families to become stably housed through financial assistance and supportive services. In addition, the HHS will provide quality services in the most efficient and effective manner to homeless and at-risk individuals and families with multiple complex needs to help reach their full potential.

Essential Job Responsibilities:

- Intake and screening for eligibility. This includes determining whether the individual/family meets income guidelines and other categorical factors for assistance.
- Accurately track referrals as they come in.
- Prioritizing cases by need and emergency
- Link client to emergency housing and shelter services, if needed. MILC does not provide emergency housing placement or hotel/motel costs. Clients who need emergency housing are referred to shelters or local DSS.
- Application assistance in person, or remotely
- Case Management to help locate suitable housing through referrals/linkages. Also assists with housing applications. Clients are contacted 1x per month for 3-6 months after they enter into permanent housing.
- Housing inspections to make sure unit passes minimum criteria. Training is provided. Due to COVID, inspections can be done remotely (via televideo) temporarily.
- Engage with other agencies in the community for referrals.
- Assist and/or refer clients to enroll in benefits like Public Assistance, SNAP, HEAP, rental subsidies. Link individuals and families with community services and programs including domestic violence, substance abuse, and mental health, among others
- Serve as a liaison between the client, landlord, and other service provider to ensure all necessary benefits and services are in place for move-in.
- Act as an advocate between the homeless family and local department of social services to ensure all eligibility benefits
- Accurately and timely document all cases through HMIS database and MILC's CIL Suite database.
- Accurately and timely document case denials. Keep copies of denials.
- Work closely and efficiently with other STEHP staff; participate in staff/case meetings.
- Participants will be located in St. Lawrence, Franklin, and Essex Counties. Travel throughout the service area is required. Mileage is reimbursed at the IRS rate. The primary focus will be on residents in Franklin/Essex Counties - however MILC serves the entire 3 county area and cross-county assistance is often provided.
- Take part in the Franklin Essex Housing Coalition meetings upon request
- Maintain appropriate record keeping systems including case files, case notes, data collection, task lists, and any other systems associated with programs and procedures.
- All other necessary tasks assigned.

Minimum Requirements

- All education and work histories will be considered
- The preferred candidate will have work experience providing services, linkages, or case management to individuals, and knowledge of local Franklin and Essex County Community Services

- Detail orientated, responsible, and respectful of others
- Computer skills including typing, Microsoft Word, Microsoft Outlook, and data entry skills
- Ability to use the internet, printer, scanner, and laptop computers
- Willingness and ability to travel throughout the service area. Primary focus will be on individuals/families in Franklin & Essex Counties. However, MILC's service area is all of St. Lawrence, Franklin, & Essex counties and cross-county coverage will be required.

BENEFITS AND PAY

- Full Time Position, 40hpw, non-exempt
- Monday-Friday 9AM-5PM. These hours will not be reduced even during slow periods. No evenings or weekends expected.
- 5 paid lunch/break hours, so the working hours are 35 per week.
- \$16.00 per hour
- *Generous Benefit Package includes:*
- 11 paid Holidays
- 80 paid hours sick time
- 80 paid hours vacation annually. Years 1-4 are 80 hrs per year, Year 5 increases to 120 hours, and every year after that the employee is provided with an addition 8 hours of vacation time (ie: Year 6 = 128, Year 7 = 136, and so forth)
- 32 paid hours personal time
- Paid bereavement time
- Paid lunch and breaks
- Paid Snow Days & Snow Delays (based on local school closures)
- Paid jury duty leave
- 403(b) retirement Plan with an employer 3% contribution after a vested period with the agency
- Excellent health insurance for the employee! Single health coverage at only \$20.00 a month premium. MILC provides an HRA that pays 80% of the medical copays/coinsurance costs. \$5.00 a month for dental + vision for the employee. MILC does not offer Family health insurance, but we do offer Family Dental/Vision for an additional cost.
- Mileage reimbursement at IRS rate (currently 0.585/mile for 2022)
- Scheduling flexibility available upon request so you can accommodate medical/personal appointments & not dip into your PTO
- All other required benefits: Worker's Compensation, Paid Family Leave, Maternity leave, Unemployment, Short Term Disability, etc.
- MILC is an Equal Opportunity Employer and strongly encourages people with disabilities and/or minorities to apply.

IMPORTANT - COVID19 Related Policies

The staff member will have to comply with Infectious Disease protocols when meeting with clients and other staff members. The protocol includes stipulations regarding maintaining social distancing, wearing masks, cleaning your workspace, and sanitizing after meeting with visitors.

*****MILC, like many other employers in the health related fields - serves consumers with serious and chronic medical conditions. In addition - MILC is an Independent Living Center - where over 50% of staff by mandate must be people with disabilities/chronic health conditions. **MILC has implemented a mandatory vaccination program for all employees. Upon hire, an employee would need to provide MILC with proof of COVID19 vaccination.** The is meant to ensure the safest possible environment for those who work in our agency and/or otherwise visit our offices. This description may not include all of the duties; knowledge, skills, or abilities associated with this position and will be modified as the need arises.