

Homeless Housing Specialist

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.

Essential Job Responsibilities:

- Intake and screening for eligibility. This includes determining whether the individual/family meets income guidelines and other categorical factors for assistance.
- Prioritizing cases by need and emergency
- Accurately track referrals as they come in
- Complete an application for financial assistance in person or via phone and e-signature software.
- Provide case management activities to help the client locate suitable housing. Assist the client to apply for housing complexes.
- 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.
- Complete housing inspections to make sure their chosen unit passes minimum habitability criteria. Training is provided. Housing inspections must be completed in-person and requires travel throughout the service area.
- 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.
- Collect required documentation from the client's landlord including eviction notices, leases, landlord statements, and information necessary to issue payment to the landlord.
- Provide ongoing check-in assistance to link the clients to community resources, as needed. Clients are contacted 1x per month for 3-6 months after they enter into permanent housing.
- 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
- 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 St. Lawrence County - however MILC serves the entire 3 county area and cross-county assistance is often provided. Much of the work can be completed with clients by phone and computer.

- 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 community Services
- Detail orientated, responsible, and respectful of others. Many clients served have barriers including disabilities. The ideal candidate will be able to manage working with individuals from varied backgrounds in a professional manner.
- Very good computer and technology skills are required. Skills needed include typing, Microsoft Word, Microsoft Outlook, data entry, using internet browsers, using a printer, using a scanner, uploading and downloading documents, using a cell phone, using calendar software thorough Outlook.
- Willingness and ability to travel throughout the service area. Primary focus will be on individuals/families in St. Lawrence Counties. However, MILC's service area is all of St. Lawrence, Franklin, & Essex counties and cross-county coverage will be required at times.

BENEFITS AND PAY

- Full Time Position, 40hpw, non-exempt
- Monday-Friday 9AM-5PM. These hours will not be reduced even during slow periods.
- 5 paid lunch/break hours, so the working hours are 35 per week.
- \$18.00 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 0.67/mile for 2024)
- 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

***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 full COVID19 vaccination.** This 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.