



# Northern Circle Indian Housing Authority • Ukiah, CA

## Housing Disability Advocacy Program Specialist (HDAP)

### POSITION DESCRIPTION

Title	Housing Disability Advocacy Program Specialist (HDAP)
Position Reporting To	Housing Development Construction Manager
FLSA	Non-Exempt/Hourly
Salary	\$19.86 – \$24.14 / DOE
Work Location	Oroville, CA

### SUMMARY

Housing & Disability Advocate Program Specialist will be responsible for identifying and acquiring safe, secure and affordable housing for our homeless families, individuals and/or serve clients who were previously homeless or at risk of homelessness. Will assist the Resident Services Manager and department with identifying available housing units; secure appropriate landlord / property manager company partnerships; conduct outreach, grow & maintain relationships; assist with housing identification & landlord engagement services; and support client housing stability.

### ESSENTIAL FUNCTIONS, KNOWLEDGE AND SKILLS WITH INTAKE PROCESSING:

- Provides mobile outreach to homeless persons, conducts mental, physical and social assessments, develops case plans and initiates linkage to appropriate services by collaborating with multiple partner agencies.
- Assist clients with the application for benefits and accessing shelter and/or housing opportunities.
- Emphasis on learning casework methods, procedures, regulations and policies.
- Knowledge of the Homeless Services program, and demonstrates complete knowledge of eligibility requirements and the overall program.
- Handle complex caseloads; and assume supporting administrative responsibilities, while preparing and maintain case reports, records and information.
- Assess social, physical, mental functioning and the needs of clients through interviews, outreach/home visits, record reviews or consultation with appropriate agencies and individuals.
- Work with landlords, housing authorities, employers, physicians/nursing services, mental health providers, police and fire departments and other service agency representatives to develop plan, evaluate and monitor cases.
- Refer, authorize and/or coordinate services as necessary to complete individual service plans.
- Follow through with case management service to assure that services are provided in a timely and complete manner.
- Interpret policies, rules and regulations for applicants, agencies and the public.
- Duties may require considerable driving to make home visits to client's residences that may be unsanitary or unsafe. May encounter hostile reactions from clients and others in the course of performing job duties.
- May be required to perform after hours standby services as needed, or some evening work especially during the winter shelter season.
- Assess any assistance applicant recently received with any rental assistance funds to see if they may still face barriers that will jeopardize their ability to maintain a safe, secure, and affordable housing unit due to limited knowledge &/or experience.

Clients that may be considered for referral under this policy would be those that are currently searching for a housing unit, and report one or more of the following:

- Extremely poor credit scores and history (Perhaps insert a credit score level?)
- No prior rental history. (Having never been listed as an adult on a rental contract.)
- No rental history in the last 24 months.
- 1 or more evictions on record.
- Owing money to a prior landlord or property owner.
- A criminal history that includes crimes of violence; are of a sexual nature; or relate to the sales or manufacturing of drugs.
- Arrange a face to face “housing readiness” meeting to be conducted with client. FACE to FACE meeting should include discussions about:
  - Geographic location of potential unit
  - Unit size
  - Cost of unit; affordability
  - Developing a budget
  - Ability to be referred to a credit consolidation company
  - Ability to access funds to pay off prior monies owed as related to housing history.
  - The request of criminal history expungement
- Assist clients that that could benefit from a general understanding of one or more of the following:
  - Budgeting
  - How to obtain a money order
  - To whom to pay rent
  - How to get utilities turned on in their own name
  - Assistance with operating appliances.
  - Knowledge of energy savings tips
  - Operation & maintenance of smoke & CO2 detectors
  - Location of onsite mailboxes (if applicable)
  - Location & operation of on-site laundry facilities (if applicable)
  - Bus transportation stop & routes (if applicable)
  - Child care arrangements & plan
  - Appropriate volume levels of conversations and TV’s (If in multi-unit complex)
  - Consequences with leaving children unattended
  - Food storage
- Other duties as assigned or needed.

## **EDUCATION & EXPERIENCE**

- High School Diploma or equivalent
- A Bachelor's Degree in field related to human services and twenty-four (24) months of case management experience. Case management services can be substituted for the related four-year college degree on a year-for-year basis.
- Human Services Certificate can be substituted for six months of case management experience.
- Strong Oral and written communication skills and communicate effectively.
- Maintain confidentiality at all times, and work independently as needed.
- Attention to detail with accuracy.
- Strong Microsoft Office background; Word, Excel and Outlook skills.

**WORKSITE:** Oroville, CA  
**SALARY RANGE:** \$19.86 - \$24.14 hr. / DOE  
**CLASSIFICATION:** Program Specialist

**TRIBAL AND INDIAN PREFERENCE**

Pursuant to the Indian Self-Determination and Education Assistance Act (25 U.S.C. § 450e (b)), NCIHA applies the policy of "Tribal and Indian Preference" when filling vacancies. Tribal and Indian Preference shall be given to qualified applicants who are enrolled members of a federally recognized Indian tribe or band. We reserve the right to require from applicants claiming to be American Indian or Alaskan Native a copy of their "Certificate of Tribal Membership."