

Sacramento Self Help Housing Job Description

Job Title: Housing Retention Counselor (Pathways)
Department: **Housing Services**
Reports To: **Housing Services Supervisor**
FLSA Status: **Non-exempt**
Prepared By: **HR to Go**
Prepared Date: **July 2020**

Summary: This position is responsible for a critical role on the Pathways Housing Locator Team. The Housing Retention Counselor provides support to the Housing Services Supervisor and Housing Locator staff. He or She will report to the Housing Services Supervisor and will be assisting in the retention of housed participants. The Housing Locators are assisting individuals and families find and obtain permanent rental housing as part of Sacramento Covered/Pathways Program (Pathways). The Housing Retention Counselor will also work closely with the housed participants to provide ongoing support to the individuals and families to maintain their housing.

Employment decisions of personnel will be made solely on the basis of merit, skill, training, ability, and qualifications without discrimination with regard to: race, age, color, religious creed, gender, genetic information, genetic characteristics, gender identity, gender expression, transgender status, religion, marital status, military status, age, national origin or ancestry, physical or mental disability, medical condition, pregnancy, sexual orientation, or any other consideration made unlawful by federal, state or local laws.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- **Coordinates and assists Pathways clients maintaining safe and stable housing.**
- **Assists in the work of Housing Locators to support the clients to apply for and finalize lease agreements for the located housing.**
- **Educates Pathways clients on tenant rights and responsibilities, including how to communicate effectively with Pathways Team, SHRA, property management staff and other participating entities (Fair Housing/Renter's Helpline workshop, Ready to Rent, provide Landlord Tenant Handbook).**
- **Provide follow up services with landlords, property managers and assistance in landlord/tenant relations.**
- **Provide crisis intervention coverage for landlords with timely crisis response.**
- **Assist Housing Services Supervisor with case conference (HUDDLES).**
- **Assist Housing Services Supervisor with report writing.**
- **Identify behaviors that may jeopardize their housing and link them to community resources.**
- **Coordinate with community entities to ensure they receive the support they need to remain housed and stable.**

- Educate and participants on the rights and responsibilities of the tenants and landlord.
- Regular documentation is required and attending meetings
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

Supervisory Responsibilities: This job has no supervisory duties.

Measures of Performance: The Housing Retention Counselor shall be performing in an acceptable manner when the following have been accomplished:

- ***Problem Solving*** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- ***Customer Service*** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- ***Teamwork*** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
- ***Written Communication*** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- ***Attention To Communication*** - Ensures that others involved in a project or effort are kept informed about developments and plans; Ensures that important information from his/her management is shared with his/her employees and others as appropriate; Shares ideas and information with others who might find them useful; Uses multiple channels or means to communicate important messages (e.g. memos, newsletters, meetings).
- ***Quality Management*** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- ***Organizational Support*** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- ***Professionalism*** - Approaches others in a tactful manner; Reacts well under

pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- ***Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.**
- ***Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments. Completes tasks on time or notifies appropriate person with an alternate plan.**

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Associate degree (A.A.) or equivalent from two-year college or technical school; or two to three years related experience and/or training; or equivalent combination of education and experience. Requires general knowledge of issues of homeless, mental health, substance abuse, and Housing Locator Techniques.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, members, governmental bodies/boards, and the public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all the “Essential Requirements” of the job outlined herein, except as noted here (If none, so state):

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

- I do not require an accommodation to perform the essential functions of this job as indicated in this job description.**
- I require an accommodation to perform the essential function of this job as indicated on this job description. The accommodation I require is:**

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is “at will,” for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

Employee’s Signature

Date

Supervisor’s Signature

Date