



TITLE: **Housing Assistant**

DEPARTMENT: Residential

REPORTS TO: Residential Program Director

STATUS: Full-time/Non-Exempt

MAJOR DUTIES AND RESPONSIBILITIES:

- Regular file management and clerical duties.
- Handle referrals and oversee move-in process, including running background checks and ensuring all required documentation is completed in a timely manner.
- Record and dispatch maintenance requests.
- Assist in maintenance data management.
- Complete or audit client re-certifications, move-ins, move-outs, and interim updates.
- Record tenant payments and maintain accurate tenant ledgers.
- Generate balance/credit account/security deposit letters.
- Audit Residential files on a quarterly basis and update tenant listing every month.
- Interact professionally with clients; some may be difficult or react emotionally.
- Attend and actively engage in staff, team, client and community meetings as directed.
- Ensure that client data, chart records, assessments, applications, waitlist status, case notes and all other applicable documentation is gathered and documented in a timely manner as directed. Utilize SCOUT/Service Point/CaseWorthy/OneSite databases as the main systems of collecting and recording services rendered.
- Assist Residential Program Director as needed.

REQUIREMENTS:

- Two years of administrative/clerical experience working in a business office environment.
- Two years of college minimum; a degree is preferred.
- Excellent attention to detail, customer service, and written communication skills.
- Ability to prioritize tasks and juggle multiple assignments at once with little supervision.
- Desire to work with clients of various socioeconomic backgrounds.
- Understanding of issues pertaining to HIV/AIDS, homelessness, mental health, substance abuse and poverty.
- Advanced computer skills and proficiency in Microsoft Office Suite.
- Must possess a team mentality and be willing to embrace change.