



DOORWAYS

JOB TITLE: Housing Resource Specialist
SCOPE: Full-Time/Non-Exempt
SUPERVISION: Reports to Own Home Program Director

ORGANIZATION SPOTLIGHT:

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV, and homelessness by providing numerous supportive services that improve Housing, Health and Hope. As a bi-state agency with broad impact, we assist nearly 3,500 clients annually. On the heels of opening our innovative 3-acre \$40M Jefferson Ave. Campus, we are poised to expand our programming to improve service provision, while taking the organization to new heights.

WHAT WE ARE LOOKING FOR:

The ideal Housing Resource Specialist will have experience in customer service. The candidate must be organized, flexible, have great attention to detail, have excellent listening skills and be able to handle a heavy workload in a fast paced environment. The successful candidate will pass a background check, drug test and TB test.

WHAT YOU RECEIVE: The opportunity to work in a diverse environment with staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that strives to eliminate obstacles for our clients. Benefits include highly competitive salary, health insurance, retirement savings and matching, mileage reimbursement, paid time off, and more!

MAJOR DUTIES AND RESPONSIBILITIES

- Receive and process multiple requests for financial assistance daily
- Complete intake forms and general file maintenance
- Record encounters with clients and compile progress notes
- Provide information to applicants regarding other financial assistance programs available in the community
- Attend community meetings related to housing and related financial assistance programs
- Maintain excellent relationships with referring agency Case Managers and area landlords



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WORKING CONDITIONS

DOORWAYS' flexible schedule policy promotes a healthy work-life balance. Official office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday.

QUALIFICATIONS

EDUCATION, EXPERIENCE, AND ABILITIES

- Excellent communication skills both verbal and written
- Good problem solving skills
- Must be able to multi-task and juggle job duties
- Interact positively with co-workers through a culture of teamwork
- Bachelor's Degree is preferred
- Experience in social services preferred

SPECIFIC REQUIREMENTS

- Must be able to read, write and speak the English language well.
- Must be able to follow written and oral instructions.
- Must be able to multi-task in a fast paced, high-energy work environment.
- Must be able to work well as a team member and also be a self-starter who is able to work independently.
- Must have a positive attitude on a daily basis and work well under high pressure, short-term deadline situations.
- Ability to maintain strict confidentiality.

PHYSICAL REQUIREMENTS

The Housing Resource Specialist will do a large part of his/her work at a computer and must be able to spend extended periods of time typing and reading at a computer. Must be able to navigate flights of stairs in order to complete housing inspections.

This job description in no way states or implies that these are the only duties the Housing Resource Specialist will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.



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ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of **Housing Resource Specialist** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability.

This job description is illustrative only and is not meant to encompass all possible duties that an employee may be called upon to perform or all conditions that an employee may encounter during the course and scope of the employee's employment.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or myself and such termination can be made without notice.

Date

Signature

DOORWAYS provides equal employment and social service opportunities to all regardless of race, color, sex, national origin, ability, military service eligibility, veteran status, marital status, disability, gender, gender identity, gender expression, sexual orientation or any other category protected by law. We strongly encourage and seek applications from women, people of color, members of the LGBTQIA+ community, as well as individuals with prior contact with the criminal justice system. DOORWAYS complies with federal and state disability laws and makes reasonable accommodations for applicants and employees with disabilities.