



BRINGING THE COMMUNITY TOGETHER TO END HOMELESSNESS

### Men's Shelter of Charlotte/Urban Ministry Center

Ending homelessness is a bold and complex undertaking. It requires heart, collaboration and resources. But when we dream big, amazing things happen. That's why, we are excited to announce that Urban Ministry Center and Men's Shelter of Charlotte have joined forces to become one organization. Our organization will continue to provide all of the services we currently offer, and as one entity will increase our impact in finding and creating permanent housing solutions for the most vulnerable members of our community. We will combine our talent, services and leadership to elevate our quest to end homelessness in the Charlotte region.

### POSITION SUMMARY:

The Housing Retention Specialist's (HRS) primary responsibility is to ensure that shelter guests who transition from the shelter into the Rapid Rehousing Program remain stable in their housing. The HRS will visit participants in their homes, working with participants to ensure their basic needs are being met while exploring access to appropriate community services such as employment opportunities, mental health counseling, medical care, substance abuse treatment, peer support and any other relevant supports.

### ESSENTIAL FUNCTIONS:

- Provide pro-active follow-up home visits to ensure stability and further progress towards self-reliance; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources to assist with reintegration into the community.
- Provide mediation and advocacy with landlords on the participant's behalf to develop a workable plan to obtain and or maintain housing.
- Provide mediation between roommates, help them to develop problem solving skills.
- Help participants identify housing through list of current landlords, as well as letting participants work to find their own housing.
- Create and maintain consistent communication channels, both verbal and written.
- Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
- Assist in development of and encourage adherence to a personal budget through pro-active housing and budget counseling sessions.
- Assist participants in development of a strength-based/solution-focused individualized goal and action plan.

PO Box 31335, Charlotte, NC 28231  
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- Apply knowledge of residential lease contracts to educate participants of their rights and responsibilities.
- Maintain accurate daily logs' records, monthly outcome reports, and files for each participant and ensure information is entered HMIS in an accurate and timely manner.
- Transport participants as deemed necessary. Transportation requirements should be limited to housing and job searches and occasional visits to relevant social service agencies (will also need to meet basic needs/grocery shopping, medical appointments, mental health appointments, etc.)
- Collect and report program data, including but not limited to HMIS reporting and funders' required data.
- Assist the participant through the rental process including but not limited to understanding the lease, coordination of the move-in day, performing the walkthrough for the maintenance checklist, and coordination of services with the participant's aftercare provider.
- Attend mandatory weekly meetings as part of the case management team to staff current clients and provide insight and feedback on other case managers' clients.
- Close out participants when services are no longer needed.

#### OTHER RESPONSIBILITIES:

- Complete all appropriate monthly and annual report forms.
- Maintain a complete working file providing activity documentation and copies of all corresponding paperwork.
- Participate in staff training and development activities as directed.
- Will need reliable transportation for transporting participants. (will be asked to drive personal vehicle with reimbursement for mileage)
- Assume other duties as assigned.

#### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Bachelor's degree in social work, psychology, counseling, or a related field, and a minimum of 2 years' experience working with individuals affected by homelessness, mental health issues and/or substance use issues.
- Requires general knowledge and belief in "Housing First" philosophy and strategies.
- Possess strong organizational skills with ability to meet a demanding workload.
- Detail-oriented to complete requirements of files and maintain contract compliance.
- Excellent communication skills, particularly listening, mediation, and writing skills.

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- Creative thinker/adaptive personality.
- Knowledge or understanding of tenant's rights and responsibilities as well as "strengths-based" case management a plus.
- Demonstrated knowledge of community resources, social service agencies, and landlords.
- Fluency in the English language is required. Spanish speaking ability is an added asset but is not required.
- Experience with computer and knowledge of Microsoft Office.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- A conviction about the capacity of people to grow and change.
- Must be able to lift at least 50 pounds.
- Self-motivated with an ability to work independently with minimal daily supervision and compassionately engage and build trust with an often-difficult population.

#### WORKING ENVIRONMENT:

Responsibilities of the Housing Retention Specialist involve flexible scheduling and may require work outside of the normal business hours. This position will also require work in a fast-paced environment with diverse individuals including persons with mental illness and substance use issues.

#### OTHER REQUIREMENTS:

1. Must possess a valid N.C. driver's license, clean driving record, and ability to be insured on the agency's automobile policy. Must be able to drive agency-owned vehicles, including passenger vans.
2. Must pass pre-employment and/or random drug and alcohol screenings as a condition of hire and/or ongoing employment.
3. Must have reliable transportation to work.

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