

JOB DESCRIPTION

Collaborative Housing Placement Specialist

Position Overview:

The Collaborative Housing Placement Specialist places people seeking housing in SHARE! Collaborative Housing, an innovative solution to homelessness serving people in single-family homes throughout Los Angeles. This individual is responsible for connecting potential residents to homeowners and conducts evidence-based referrals to self-help support groups. Reports to the Program Coordinator.

Key Responsibilities:

Takes calls and walk-ins from people seeking housing, partner agencies, referrals to Collaborative Housing

Uses Buildium, Salesforce to connect residents to homeowners

Develops personal recovery relationships with people seeking housing

Maintains relationships with homeowners and partner agencies

Enroll and orient participants and get informed consent for data collection

Works with houses to develop a culture of recovery, establish policies, structure, schedule and activities

Connects residents to SHARE! self-help centers, self-help support groups, Volunteer-to-Jobs program and activities

Provides linkages to the mental health system and other governmental and non-governmental resources, including self-help support group meetings, volunteer opportunities, medical and mental health resources, money management, criminal expungement, benefits and other assistance as needed

Enrolls new Collaborative Houses, develops relationship with new owners and place participants

Finds new placements for residents who want or need them

Submits program reports as needed

Follow the protocol and timeline that needs to be taken to fill vacancies in new houses

Required:

- Excellent customer service skills
- Proficiency in documentation and record-keeping
- Strong communication, interpersonal, and organizational skills
- Ability to work independently and collaboratively with diverse populations
- May be on call for problems that may arise after hours
- Flexibility to work evenings and weekends
- Ability to normalize difficult situations
- Basic knowledge of cultural competency, implicit bias and microaggressions

Preferred Experience:

- Customer service, people facing role experience a plus
- Minimum one year of sobriety and/or abstinence if applicable, 2-5 years preferred
- Minimum one year of current personal experience attending self-help support groups, 2-5 years preferred
- Peer Support certified
- Higher education or certifications in social work, psychology, or related field
- Bilingual any language a plus, especially Spanish

Disclaimer: the above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

SHARE! is an Equal Opportunity Employer. We value people who have turned their lives around after difficult circumstances including felony convictions, mental health challenges and other problems. SHARE! will not use any information submitted with your application for any other purpose than employment at SHARE!.