



Housing Resource Specialist, Transitional Housing-Rapid Rehousing Program

The **Housing Resource Specialist** for the Joint Transitional Housing-Rapid Rehousing Program at 360 Youth Services is responsible for assisting young adults, ages 18-24, who are experiencing homelessness. Responsibilities including locating affordable rental units, developing relationships with agencies and landlords and assisting youth to apply, lease up and maintain their units.

This position is part-time (30 hours/week) with potential to become full-time.

Reports to: Program Manager, Joint Transitional-Rapid Rehousing Program

Essential Duties and Responsibilities:

1. Conduct housing intake and assessments with participants referred from the Program Manager and Coordinated Entry.
2. Complete all necessary paperwork and timely data entry into HMIS, monthly vitals and other systems as mandated.
3. Assist participants in completing landlord and property management housing applications, including helping to secure needed documentation and accompanying participants to housing briefings.
4. Provide hands-on assistance to enable participants to find suitable housing, including accompanying participants to apartment viewings and conducting neighborhood research throughout DuPage County.
5. Advocate on behalf of the participant with landlords and brokers to overcome any issues or challenges to securing suitable housing.
6. Assist with securing resources for security deposit, broker's fees, moving expenses, bedding, and household items. In addition to securing household items, this position will be responsible for obtaining and coordinating delivery of items to client's unit.
7. Develop and cultivate relationships with community resources, landlords and real estate agencies.
8. Collaborate as a member of the larger 360 Youth Services housing team and serve as a housing resource expert as needed.
9. Serve as point-of-contact for landlords; work with case manager and client to resolve issues affecting client's ability to maintain housing and positive landlord/tenant relationship.
10. Assist clients with referrals and applications for housing vouchers.
11. Assist clients with DHA Housing Choice Vouchers as needed.
12. Conduct orientation sessions with new participants to explain housing rules and regulations and lease obligations, as well as housing quality standards and housing assistance policies. Assist clients with the setup of all necessary utilities for the unit, as well as follow up that the payments are being made.

13. Computes housing assistance payments, tenant rental amounts, utility reimbursements, and rent increases in order to satisfy program guidelines and landlord requests using knowledge of program regulations.
14. Performs re-examinations, necessary inspections, interim interviews and verifies income to determine and maintain eligibility with federal and city guidelines and regulations.
15. Maintains and inputs case notes to reflect housing services provided in a timely manner.
16. Commit to the values of positive youth development, harm reduction, transformative justice, anti-oppression and trauma informed care.
17. Other duties as assigned by the Executive Director and Program Manager.

Job Qualifications:

1. Associate's or Bachelor's degree preferred, but will consider extensive experience for education.
2. 2-3 years relevant experience preferred.
3. Ability to work independently and maximize time while conducting field work.
4. Knowledge of housing subsidies, rules, regulations, and affordable housing industry in DuPage strongly preferred.
5. Proficiency in Microsoft Office Suite required.
6. The successful applicant will be required to complete a background check.
7. Hold a valid driver's license and provide proof of personal automobile insurance.

Qualifications & Characteristics:

1. **Competencies:** Must be strength based, detail-oriented, demonstrate strong problem solving skills, center your work in harm reduction and comfortable in public speaking.
2. **Technical:** Must have either experience or strong education in providing trauma informed care, affirming care for LGBTQ+ young people, and commitment to affirming care with BIPOC populations.
3. **Social Skills:** Must be a positive, engaging, open to feedback, collaborative team player with the ability to work independently and take initiative.
4. **Leadership:** Must demonstrate professionalism, flexibility, and good judgment.
5. **Mission-Driven:** Reinforces 360's mission and vision with the organization and the community.
6. **Collaboration:** Engages in team work with both the housing team and counseling team; is able to work with the team to develop creative ways to support our residents' mental health and well-being.
7. **Personal Growth:** Models adaptability and an awareness of the impact of change. Demonstrates a hunger to maintain and learn skills. 360 strives to operate from a trauma-informed, anti-oppressive and intersectional lens. Our expectation is that staff will embody these principles and continue to grow and develop in these areas.

Salary: Hourly, \$16-17/hour

Organizational Values:

Our values unite us as an organization. They are the anchors that steer our behavior, interactions with each other, and provide a guide for decision-making.

- **Compassionate:** We wholeheartedly care for and listen to others

- **Empowering:** We nurture potential, build on strengths, and inspire hope for a brighter future
- **Inclusive:** We accept others completely as they are
- **Affirming:** We encourage and celebrate personal identity
- **Respectful:** We hear people where they are and are willing to work on judgments we may have towards others while treating people with the highest regard
- **Authentic:** We are truthful and transparent in what we say and do

About 360 Youth Services: 360 is a powerful organization joined together by a shared commitment to change lives and inspire hope. By strengthening emotional skills, reducing youth access to and use of alcohol and other drugs, and ending the experience of homelessness, 360 works passionately in our pursuit to help children, teens and young adults experience their full potential.

360 Youth Services is an equal opportunity employer. Applicants of color and those who identify as LGBTQ+ are highly encouraged to apply. Decisions and criteria governing the employment relationship with all employees are made in a nondiscriminatory manner, without regard to race, color, creed, religion, national origin, sex, marital status, pregnancy, disability, sexual orientation, gender identity or expression, veteran status, age, FMLA status, or any other factor determined to be unlawful by federal, state or local statutes.

To apply for this position, please email a cover letter and your resume to: Kelly Mannion at kmannion@360youthservices.org

For more information about 360 Youth Services visit our website at: www.360youthservices.org