



## Job Description

**Position Title: Housing Voucher Specialist**

**Reports to:** Housing Manager

**Hiring Range:** \$48,700 – \$57,000 commensurate with experience

**FLSA Status:** Non-Exempt

**Contributor Level:** Individual

### **General Purpose:**

The Housing Voucher Specialist is responsible for delivering comprehensive, long-term case management to Florence Crittenton Services Housing Voucher recipients. Working with teen parents and their families, this position is responsible for the administrative and case management aspects of the housing voucher program. Managing a caseload of up to 30 recipients, the Housing Voucher Specialist will address housing needs and offer supportive services to obtain and maintain housing stability. The Housing Voucher Specialist reports to the Housing Manager.

### **Essential Functions:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Manage a caseload of Florence Crittenton Services families with Housing Choice Vouchers or those residing in Project-Based Voucher units.
- Conduct regular check-ins and home visits to monitor housing needs and develop long-term housing stabilization plans.
- Identify housing units and establish/maintain positive relationships with local property owners, landlords, and Public Housing Authorities (PHAs).
- Assist in PHA initial applications, PHA orientations, housing searches, rental applications, Housing Quality Standards (HQS) inspections, lease-ups, and PHA recertifications.
- Maintain organized and up to date records and generate reports in compliance with Florence Crittenton Services standards and Housing and Urban Development (HUD) regulations, policies and procedures.
- Stay up to date on tenant rights and housing laws.
- Collaborate with the Student and Family Support Program staff to assess tenant status and determine the potential for independent living, coordinating, and monitoring support systems accordingly.

### **Supervisory duties:**

- None

**Knowledge, Skills and Abilities:**

- Consistently promote, support, work, and act in a manner in support of Florence Crittenton Services vision, mission, and values.
- Excellent mediation and conflict resolution skills and knowledge of youth development.
- Work independently, take initiative, and exercise independent judgement.
- Excellent verbal and written communication skills
- Excellent time management and organizational skills.
- Knowledge of computers including word processing, database management, internet, social media, and Google Drive. Ability to use and knowledge of web-based data systems.
- Drive an eleven-passenger van and transport teen mothers to necessary meetings and appointments.
- Bilingual in English and Spanish is preferred.

**Education:**

- High School diploma required.
- A two- or four-year degree in human services or social work is preferred.

**Experience:**

- Two or more years of experience with Housing Choice Vouchers. Can be substituted with experience in Property Management, housing navigation, or any housing related field.
- Lived experience with a Housing Choice Voucher may also substitute for professional experience.
- Experience working with youth is preferred.
- Experience in case management is preferred.
- Working knowledge of Section 8/HCV and other federal and state housing programs strongly preferred, including a working knowledge of HUD regulations, policies and procedures.

**Additional Requirements/Licenses/Certifications:**

- Must have reliable transportation.
- Must have a valid driver's license.
- Passing a driving record (MVR) and criminal history background checks will be required prior to the start of employment.

**Working environment:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Work location is in person.
- Work is performed in an indoor professional office environment.
- Occasional travel to conferences and meetings is necessary.
- Work may involve additional hours during the evenings or weekends.

**Physical Activities:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Prolonged periods of sitting or standing at a desk and working on a computer.
- While performing the duties of this job, the employee is regularly required to talk or hear.
- Moderate physical effort may be required by moving and positioning objects up to 50 pounds occasionally and/or 25 pounds frequently.

**Compensation**

- Hiring Range is \$48,700 – \$57,000 commensurate with experience.

**Benefits**

- A generous benefits package includes a combination of paid time off (PTO) and paid sick leave, up to 12 paid holidays, health, dental, and vision insurance with up to 85% employer paid premiums, 401(k) plan with employer match available, employer paid life insurance, AD&D, STD, and LTD insurance, and Employee Assistance Plan (EAP).

**To Apply:**

- Email cover letter and resume to Human Resources at [HR@flocritco.org](mailto:HR@flocritco.org).
- Invitations for interviews will be extended upon review of qualified candidates until the position is filled.

***Florence Crittenton Services*** is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race (including traits historically associated with race, such as hair texture and length, protective hairstyles), sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, military status, genetic information, marital status, or any other status protected by applicable state or local law.