

## Housing Assistant

### **Mission**

*ElderHelp strives to enhance the quality of life for seniors by providing information and services that help them live independently and with dignity.*

### **Values**

*Compassion ~ Integrity ~ Community ~ Accountability ~ Respect ~ Excellence*

### **POSITION SUMMARY**

The Housing Assistant is responsible for assisting the Housing Team with its day-to-day operations. The position is multifaceted providing direct service to clients, assisting with client intakes, and performing administrative duties.

### **REPORTS TO**

HomeShare Manager

### **ESSENTIAL FUNCTIONS**

#### **Direct Service**

- Assists in making check-in calls to clients
- Works with the team to provide information and referrals to seniors looking for affordable housing resources
- Conducts home visits as needed
- Works collaboratively with other members of the team to address client issues
- Maintains accurate and timely case notes, statistics, and other metrics for reporting purposes
- Assists Housing Services Coordinator by facilitating activities and supportive services to residents at a low-income, single room occupancy hotel as needed

#### **Enrollment**

- Conducts initial screening of all program applicants and determines eligibility and appropriateness for HomeShare
- Provides up-to-date information regarding program interest list and other important program details
- Provides callers with additional resources as needed
- Logs calls and provides monthly stats

#### **Administrative**

- Creates intake and other program packets
- Keeps master list of resources and housing information up to date
- Conducts background and reference checks for program participants
- Works with Housing Team to complete all processes associated with enrollment of applicants, including personal interviews
- Obtains rental agreements from program participants, keeping files up to date
- Works to schedule in-services for the Program Team
- Coordinates quarterly mailers for enroll clients

#### **General**

- Fills in for team members as needed by answering front desk calls, returning voicemails, and providing other coverage as needed
- Attends team meetings
- Adheres to the NASW code of ethics and HomeShare's Policies & Procedures
- Other duties as assigned

**EDUCATION & EXPERIENCE**

Candidate must have a Bachelor's Degree in Social Work, Gerontology or related field with a minimum of 2 years of experience working with seniors and other at risk populations. Knowledge of community resources for the older adult population preferred. Candidate must be able to multi task, prioritize client and team needs. The ideal candidate will have excellent communication skills and experience with Microsoft Office programs. Bilingual English/Spanish preferred.

**SALARY**

This is a fulltime position offering \$14-\$16/hour depending on experience plus benefits

**HOW TO APPLY**

Submit cover letter and resume to Shanika Webb [swebb@elderhelpofsandiego.org](mailto:swebb@elderhelpofsandiego.org) by January 18th, 2019. Resumes submitted without a cover letter will not be considered. No phone inquiries please.

*This Job Posting is intended to describe the general nature and level of work being performed. It is not meant to be construed as an exhaustive list of all responsibilities, duties and skills required by this job classification.*

*ElderHelp of San Diego is an equal opportunities employer that values diversity in its many forms. ElderHelp does not discriminate in its employment practices or policies on the basis of race, color, creed, ethnic or national origin or ancestry, age, gender, religious beliefs, sexual orientation, veteran status or disability.*