POSITION DESCRIPTION

POSITION TITLE: Housing Stabilizer III  
FLSA STATUS: Non-Exempt

DIVISION: Programs – Short Term Stabilization  
WORK SCHEDULE: Full-Time

LOCATION: North Hollywood, CA  
SALARY: $22.48 - $26.68

SUMMARY OF THE ORGANIZATION

LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people’s lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts 11,000 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties enables vulnerable groups to have access to permanent homes, and our services help them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately move more people home, together. Join the fight to end homelessness and make a difference in people’s lives at LA Family Housing!

SUMMARY OF RESPONSIBILITIES

The Housing Stabilizer is responsible for the development and implementation of a housing stabilization plan for formerly homeless individuals who are newly housed. The housing stabilization plan will focus on increasing housing sustainability through a “whatever it takes” approach - non-traditional case management that encourages flexibility and creativity in your work, as well as collaboration with outside resources and partners to limit/remove barriers impeding participants’ access to housing, transportation, income, health, mental health, housing stability, and overall well-being. Housing stabilization support will occur via phone, email, mail, and/or in person. Responsible for building and maintaining relationships with landlords/management firms/property owners, as well as with partner agencies and resource providers in the Coordinated Entry System. Stabilizers are also responsible for learning and staying up to date on the best practices in homeless services (e.g. Housing First Model, Harm Reduction, Motivational Interviewing, etc.).

SPECIFIC DUTIES

- Assess each participant’s acuity using evidence-based assessment tools, and work with participants to create a housing stabilization plan that will maximize housing retention and increase quality of life and community engagement for the individual, couple, or family. Assessments will be conducted face-to-face and in the participant’s home whenever possible.
• Assist participants with accessing resources and services to increase housing stability (e.g. linkage to primary care physicians, health insurance, food banks, credit repair, legal aid, in Home Supportive Services (IHSS), money management, tenant rights and responsibilities, mental health, benefits enrollment, etc.). Conduct regular home visits and accompany participants as needed to appointments related to housing stability (e.g. HACLA appointments, DCFS or LAUSD meetings, doctor appointments, court appearances, benefit hearings, etc.)
• Provide counseling, instruction, and assistance (one-on-one and in group settings, as necessary) to participants/household members in the area of increasing skills of independent living, such as paying bills, household management, child care, personal care, and cooking and nutrition
• Assist participants in developing and attaining goals related to education, vocational training, employment, and/or other meaningful daily activities that improve overall well-being
• Provide crisis intervention as needed, if participant/family unit is at imminent risk of returning to homelessness
• Provide advocacy as needed to help address issues and barriers between landlord and participants; assist with referrals and linkage to eviction prevention and fair housing resources
• Work to consistently develop and maintain collaborative relationships with partner agencies and service providers within the Individual, Family, and/or Youth Coordinated Entry System, to address participant needs relevant to increasing income, improving daily living skills, and increasing community engagement. Participate in case conferences, tenant meetings, staff meetings, and community meetings as required
• Keep up-to-date, accurate, well-written/well-documented case notes in relevant databases that correspond to services provided to each participant/family; complete all documentation and paperwork within the mandated timeframes; prepare clear, thorough written assessments and referrals for inclusion in individual case files, and provide supervisor with any and all information requested in the timeframe given; develop, maintain, and regularly update files with all required documents from various funders
• Attend required trainings; seek out learning opportunities for continued education; stay up to date on the best practices in participant care and ending homelessness; participate in agency’s internship program and provide mentoring/coaching to new team members as needed
• Drive personal vehicle in and around Los Angeles County and drive agency vehicles periodically to transport clients
• Additional tasks, projects, and responsibilities as assigned by supervisor

ACCOUNTABILITY AND REVIEW

Position reports to: Housing Stabilization Manager
Performance review: Annual

DIRECT REPORTS

Number of employees receiving work direction: Zero (0)
Position titles reporting to position: Zero (0)
MINIMUM QUALIFICATIONS

KNOWLEDGE AND SKILLS

- Demonstrated ability of housing stabilization skills, including targeted case management services, progress toward participants’ individual goals, creative and solution-focused problem-solving, advocacy, and community resource-linkage
- Knowledge of tenant/landlord law, standard lease agreement adherence, and tenant/landlord relations; ability to act as a liaison between participants and landlords/property owners to resolve issues
- Ability to network and build relationships; locate and develop housing contacts and resources
- Ability to perform extensive charting, electronic data entry, and documentation
- Excellent written and verbal communication skills
- Ability to work in a team and independently
- Bilingual: Spanish/English preferred, but not required
- Knowledge of best practices in homeless services, including Housing First Model, Harm Reduction, Motivational Interviewing, Strengths-Based Case Management, Trauma-Informed Care, and Progressive and Assertive Engagement
- Obtain and maintain CPR/First Aid Certification
- Ability to pass post-offer Tuberculosis (TB) clearances
- Travel is a regular duty for this position and is required 50% of the time
- Use of a personal vehicle to travel between worksites and other locations may be required
- Must have and maintain a valid California Driver’s License and insurance in good standing
- Ability to work a 9/80 work schedule

EDUCATION AND EXPERIENCE

- Master’s Degree in Social Work or a related field and one (1) year of social service experience or a bachelor’s degree in Social Work or a related field and six (6) years of experience in social services

EMPLOYMENT CLASSIFICATION

FLSA Status: Non-Exempt
Payroll Status: Hourly
Work Schedule: Full-time

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client’s use of alcohol and drugs, and the lack of personal care. The
employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. Employee is required to:

- Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport clients; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer, copy, postage and fax machines. Complete all required forms in personal writing.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

BENEFITS


EQUAL EMPLOYMENT OPPORTUNITY

LAFH is committed to providing equal employment opportunities for applicants and employees.

FAIR CHANCE INITIATIVE

LAFH is in compliance with the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories.

HOW TO APPLY

Email your resume and cover letter to HR@lafh.org