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 III 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. This includes 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 need to demonstrate strong leadership skills and are 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. 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, doctor appointments, court appearances, benefit hearings, etc.)

- Provide counseling, instruction, and assistance (both one-on-one and in group settings) to participants in the area of increasing skills of independent living such as bill paying, household management, personal care, cooking, and nutrition
- Assist participants in developing and attaining goals related to employment and/or vocational training with the intention of increasing income
- Provide crisis intervention as needed, if participant 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 to Fair Housing
- Work to consistently develop and maintain collaborative relationships with partner agencies and service providers within the 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 that correspond to services provided to each participant; 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 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
- Bilingual: Spanish/English preferred, but not required
- Demonstrated ability to stabilize formally homeless individuals in housing, including knowledge of tenant rights and responsibilities, standard lease agreement adherence, and community resource-linkage
- Knowledge of housing assistance programs
- Knowledge of tenant/landlord law and tenant/landlord/relations
- Knowledge of Housing First Model, Harm Reduction, and Motivational Interviewing
- Ability to network and build relationships; locate and develop housing contacts
- Ability to act as a liaison between the client and landlord/property owner to resolve issues
- Creative and solution-focused problem-solving skills
- Must be able to perform extensive charting, electronic data entry, and documentation
- Strong advocacy skills
- Excellent written and verbal communication skills
- Ability to work in a team and independently
- Maintain and execute confidential information according to HIPAA standards
- 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 10-20% of the time
- Use of a personal vehicle to travel between worksites and other locations is 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 provides equal employment opportunities to all employees and applicants for employment. We prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, protected veteran status, sexual orientation, gender identity or any other characteristic protected by federal, state or local laws.

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