Job Title: Rental Assistance Specialist  
Supervisor: Director of Housing Advocacy Program  
Hours: Full Time  
Pay: $22.25/hourly  
Status: Temporary, one year (possibility of extension)  
Non-Union

Overview:  
The **Community Action Agency of Somerville (CAAS)**, a private, non-profit agency incorporated in 1981, is the Federally designated anti-poverty agency for Somerville. The mission of CAAS is to end poverty in our community.

The Housing Advocate Program (HAP) provides advocacy and case management to low income Somerville residents at-risk of homelessness. The primary focus of HAP is to empower tenants and give them the resources to avoid homelessness and move towards sustainability.

The Housing Advocacy Program has seen an increase of low-income households seeking rental assistance due to the impact of the COVID-19 pandemic. These households have been unable to return to the jobs lost during the last two years. Rental assistance is critical to keeping tenants in their homes and safe during the public health crisis. CAAS has been the recipient of rental assistance relief dollars that will help those most at-risk of eviction due to nonpayment as a result of the ongoing pandemic. CAAS is seeking a Rental Assistance Specialist to assist HAP clients complete applications for this assistance.

Responsibilities:

- Complete intake, including collecting personal information and documents from clients and determine the appropriate funding source for assistance
- Demonstrate expert knowledge of the various rental assistance programs available that will prevent an eviction, including understanding complicated eligibility and documentation requirements
- Ensure accurate date reporting in CAAS database, CAP60 as well as maintain the client file per standards
- Complete rental applications accurately and within a timely manner to be submitted to the Director for approval
- Explain to tenants at-risk of eviction of their rights to remain in their home
- Communicate with landlords on the behalf of tenants to ensure compliance with the rental assistance process
- Maximize financial and supportive resources, and help clients address other barriers to stable housing such as referrals to job search programs or assistance with applying for SNAP
- Work collaboratively with other community providers in the best interest of the client
- Attend weekly supervision with the Director of HAP and weekly team meetings
- Additional responsibilities as assigned by the Program Director
Requirements:
- Bi-lingual required (Spanish strongly preferred)
- Associate’s Degree in Human Services, liberal arts, or other related field, or equivalent experience
- Experience working in homelessness is a plus; working in direct services and crisis intervention preferred; familiarity with a wide array of supports and opportunities available to low income families, and familiarity with trauma-based approaches
- Highly proficient ability to use technology as required, particularly Google (email, Drive, Docs/Sheets, Meet) and database software
- Strong verbal and written communication skills, including attention to detail
- Strong organizational skills to simultaneously assist multiple clients at once
- Ability to de-escalate tense relationships (landlord and tenant)
- Ability to work among a diverse team
- Acceptable CORI required

Additional Notes:
- Must be fully vaccinated against COVID-19
- Position will have a hybrid work schedule to be discussed during interviewing process
- Laptop and cell phone to be provided by CAAS