



Homeless Prenatal Program (HPP) Job Description

Title: Bilingual Housing Associate

Reports to: Assistant Manager, Housing Assistance Program

Summary of Job:

HPP's housing programs identify vulnerable families who are homeless or in danger of losing their housing. The Housing Team works to help these clients to secure or maintain housing in San Francisco through the use of one-time rental assistance programs, rental subsidies, and Housing Workshops to facilitate housing search and applications.

The Bilingual Housing Associate assesses the needs of clients referred to the Housing Program and connects them to appropriate services within and outside of HPP. Where an internal referral is appropriate, the Bilingual Housing Associate will lead families through the one-time rental assistance process or prepare those clients accepted into an HPP subsidy program for housing search and tenancy.

Essential Duties and Responsibilities:

Housing Assistance Program duties:

- Lead families through the process of obtaining one-time rental assistance:
 - Assess families' needs (housing and other needs) and connect them to appropriate services within and outside of HPP.
 - Determine families' eligibility for housing assistance program.
 - Assist families in gathering required documentation.
 - Prepare rental assistance applications.
 - Consult with Assistant Manager as needed throughout the process.
 - Present applications to Assistant Manager for approval.
 - Counsel families on their rights and responsibilities as tenants.
 - Make follow-up calls to ensure families remain stably housed.
- Assist families with other housing-related needs, including:
 - Preparing for and conducting a housing search.
 - Completing applications for housing units and housing subsidy programs.
 - Advocating with housing authorities or other housing providers on the families' behalf.
- Stay current on housing issues pertaining to HPP families as well as the broader community.
- Conduct weekly housing workshops as assigned.
- Perform translation support for monolingual housing clients where necessary.
- Perform other duties or special projects as directed by the Assistant Housing Manager or Housing Director.

Housing Subsidy Programs duties:

- Conduct individual consultations to prepare families for housing search and tenancy
- Assist families with housing applications, lease signings, security deposit and furniture assistance, move-in inspections, and utilities sign-ups.

- Accompany families to view available units and meet potential landlords.
- Maintain active communication with Assistant Manager of Housing Subsidy Program regarding subsidy clients assisted.

Administration:

- Input all required data into the HPP Salesforce database (Henri) on a timely basis.
- Keep accurate, up-to-date, confidential documentation of client contact and activity.
- Client notes input into Henri within 24 hours of client contact.
- Schedule and attend weekly individual supervision meetings.
- Maintain communication with Assistant Manager, Housing Assistance Program & Assistant Manager, Housing Subsidy Programs and proactively inform them of important events for your cases.
- Be flexible and adapt to changing situations.

Qualifications:

- Bachelor's degree in social work or related field (additional 2 years of related work experience accepted in place of degree).
- Bilingual Spanish/English required.
- Excellent organizational and interpersonal skills; detail-oriented.
- Passion for serving low-income families.
- Ability to thrive in a fast-paced and culturally diverse environment.
- Ability to work in a diverse and stressful environment with families that present multiple issues.
- Ability to maintain appropriate professional and personal boundaries with high integrity.
- Computer proficiency.
- Experience in, and knowledge of, working with diverse communities.
- Able to communicate effectively both verbally and in writing.

Physical Requirements: This position requires the ability to work under stress and handle multiple project deadlines. This position requires an annual tuberculosis test and may require moderate lifting.

Certificates, Licenses, Registrations: California Driver's license and insurance preferred.

Work Environment: Fast-paced, multi-cultural, collaborative work environment

Hours: Full time - 39 hours/week

Directly Supervises: None

Salary: DOE + excellent benefit package

FLSA Status: Non-exempt

To Apply: Interested candidates should send a cover letter and resume to jobs@homelessprenatal.org. Please reply with Bilingual Housing Associate in the subject line. Applications must have the job title in the description and the requested documents to be accepted.

The Homeless Prenatal Program is an Equal Opportunity Employer and is committed to its mission of breaking the cycle of childhood poverty, one family at a time. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

About HPP:

The Homeless Prenatal Program (HPP) believes every family wants to deliver healthy babies and raise healthy children in a stable and nurturing home. Seizing the motivational opportunity created by pregnancy and parenthood, HPP partners with families to help them recognize their strengths and trust in their own capacity to transform their lives. At the heart of our program is non-judgmental, supportive case management provided by Family Case Managers, the majority of whom were once HPP clients themselves. As the first agency in San Francisco to hire and promote former clients as employees, HPP is unique in that the community it serves has – from the organization’s inception in 1989 – guided its growth and evolution. HPP serves over 3,500 clients per year through supportive, holistic programs including: Prenatal Classes and Support Group, Mental Health Services, Childcare Center, Housing Assistance, Low Income Tax Center, Emergency Services and Case Management.