



Title: Housing Specialist

Reports to: Assistant Manager – Housing Subsidy Programs

Directly Supervises: None

FLSA Status: Non-exempt

Summary of Job:

The Homeless Prenatal Program (HPP), one of San Francisco's leading family service agencies, works in partnership with families to break the cycle of homelessness and poverty.

HPP's Housing Subsidy Programs identify vulnerable families who are homeless and help them to secure housing in San Francisco through the use of rental subsidy and support services, thus ending homelessness for the families and putting them on a path to lasting stability. The program requires a small support team for each participant family, and the Housing Specialist will need to collaborate with multiple involved parties to ensure successful outcomes for the families.

The Housing Specialist will be the point person for implementation of the subsidy, with responsibility for screening candidate families; assisting them in securing suitable housing opportunities; preparing families for accessing rental subsidy funds for which they are eligible; supporting families in working to remove barriers to housing; assisting families in securing housing opportunities; coordinating monthly payments to landlords; and supporting successfully housed families with any housing-related problems they may be experiencing.

Essential Duties and Responsibilities:

- **Connecting Families with Housing Opportunities**
 - Assist with weekly Housing Workshop to support housing search skill development.
 - Schedule one-on-one appointments with participating families for housing search.
 - Support case manager efforts to coach families on self-awareness, presentation, and appropriate dress for encounters with landlords and property managers.
 - Run credit reports for clients and coordinate with case managers to offer appropriate referrals for addressing barriers to housing access (such as Financial Coaching, Eviction Defense Collaborative, others).
 - Assist in housing search, applying for market-rate, BMR, affordable housing, and other low income rental units, as well as payment of application fees.
 - Work with Housing Broker Services/HFC, HPP Case Manager and Program Manager to match families to available housing resources appropriate to the family.
 - Accompany participating families to open houses and apartments showings, provide a portfolio to the landlord explaining the specific program into which the family has enrolled, and how HPP supports each family with Supportive Housing Case Management services.
 - As necessary, prepare clients for housing (move-in procedures, lease signing, etc.)
 - Complete housing assistance process with HPP Housing Services team for deposit/move-in cost.
 - Compile housing resources in other counties-eviction resources, PG&E, phone, etc.
 - Complete an assessment with each family around PG&E, phone, etc.
 - Understand and assist with turning on utilities in a timely manner.
 - For clients housed on temporary funding, help to successfully exit the subsidy by locating permanent affordable housing opportunities and enlisting case manager support for application process.

- **Landlord Liaison**

- Establish and maintain relationships with landlords who are open to housing families via SHARE, other HPP subsidies or Section 8.
 - Act as point of contact for prospective landlords.
 - Offer mediation and negotiation with landlords renting to clients.
- **Other Administration**
 - Input all required data into the HPP Salesforce (HENRI) database 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.
 - Work with finance in ensuring accurate payment requests for subsidy-related payments.
 - Schedule and attend weekly individual supervision meetings.

Qualifications:

- Bachelor’s degree in social work or related field (work experience accepted in place of degree)
- Spanish fluency 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

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

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, Emergency Services and Case Management.