

HOUSING RESOURCE LINE SPECIALIST JOB DESCRIPTION

The role of the Housing Resource Line (HRL) Specialist is to answer and manage calls coming to the Housing Resource Line. The Partnership for Housing Affordability launched the Housing Resource Line in September 2020 to assist individuals in the community who are in need of housing services outside of imminent homelessness. The primary function of the specialist is to address caller needs by completing an intake form, using that information to determine the best resource to direct the caller to, and sharing that information with the caller. **Bilingual Candidates Encouraged to Apply**

This position will report directly to the HRL program director.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

- Conducts initial screening of callers through an intake process to determine the services needed.
- Responds to client calls by gathering information to determine eligibility criteria and offers referral resources.
- Provides the caller with resource information for service providers that meet the callers needs and eligibility criteria.
- Captures caller information and intake data in the HRL system for every call.
- Creates a respectful, empathetic, and engaging environment for callers.
- Assists with resource upkeep to maintain up-to-date rental options and resources.
- Collects program data
- Stays up to date on adjustments to resources within the iCarol database.
- Collaborates with service providers in communicating direct referrals and program questions.
- Participates in team meetings, service provider meetings, and quarterly network meetings.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Additional qualifications include, but are not limited to, the following:

- Minimum Associate's degree in a relevant social services field; or equivalent combination of education and experience.
- 12 months experience in customer service.
- Knowledge of community resources and referral networks, and the capacity to identify and develop relationships with new sources and services as they become available.
- Knowledge of computer and office equipment, including Microsoft Office Suite, particularly Outlook and Teams.
- Must have outstanding written and verbal communication skills.
- Must be able to articulate and demonstrate a clear understanding of housing needs.
- Ability to manage a phone line while maintaining empathic listening and compassionate response skills.
- Ability to solve practical problems and deal with a variety of unknown variables in changing situations where only limited standardization exists.
- Leads with a solution-minded approach and is resourceful.
- Prioritizes self-care.
- Ability to remain calm and effective in a demanding situation when resources might not always exist for every caller.

- Ability to embrace and empower self-determination in our callers. The specialist will provide callers with information regarding services that they may benefit from, thus enabling callers to take action using their own agency as the next step.
- Ability to maintain personal and professional boundaries, as well as represent the interests of the Housing Resource Line.
- Exemplifies excellence and ensures that performance reflects the philosophy of vision of the HRL.
- Detail-oriented & possesses strong organizational skills, with the capacity to develop and manage systems that ensure accurate and timely follow-up, as well as documentation.
- Ability to maintain confidentiality regarding all calls and information obtained through the Housing Resource Line.
- Ability to thrive in a team environment, where you are working closely with other specialists who are fielding similar calls.
- Comfortable being on the phone for an entire shift.
- Ability to speak fluently Spanish is preferred, but not required.
- Experience in trauma informed care is preferred, but not required.

SALARY AND BENEFITS

- The annual salary for this position is \$45,000.
- This is a non-exempt position.
- Excellent benefits package, including medical, dental, and retirement.
- Professional development opportunities including tuition assistance for continuing education

Paid holidays

New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve, Christmas Day, 2 Floating Holidays

Paid Time Off (PTO) (covers vacation, personal and sick time off):

- Begins to accrue immediately upon employment
- Receive 14 days of PTO the first year accrued biweekly (accrued at 4 hours per pay period)
- One to three years - 17 PTO days per year (accrued at 5 hours per pay period)
- Three to five years - 21 PTO days per year (accrued at 6 hours per pay period)
- Five to seven years - 24 PTO days per year (accrued at 7 hours per pay period)
- Seven to ten years - 28 PTO days per year (accrued at 8 hours per pay period)
- After 10 years of service - 31 PTO days per year (accrued at 9 hours per pay period)

Health Insurance

Health insurance is provided and two different coverage options are offered for the employee to select from based on their need and the associated cost. Employee contributions are deducted from paychecks to cover employee percentage of cost towards health insurance.

Additional benefits include:

Short-term and long-term disability insurance
 Term life insurance
 Flexible spending account and Health savings account
 Bereavement leave
 Jury-duty leave

About the Partnership for Housing Affordability (PHA)

The Partnership for Housing Affordability (PHA) was founded in 2004 as an independent 501c3 nonprofit dedicated to raising awareness around affordable housing. Today, PHA serves as the Richmond region's lead housing agency on policy, collaboration, and data. In response to housing needs in our communities, we champion policies, developments, and programs for quality affordable housing in the Richmond region.

Our vision is that everyone in the Richmond region will have access to a stable, healthy, affordable, and safe place to call home.

The successful candidate will embody our organization's core values:

- **Collaboration** – we are committed to solving challenges by bringing together a diverse group of housing experts with a goal of collectively implementing solutions as a region
- **Data-driven** – we collect, analyze, and share data to influence sound decision making, educate communities, and advance housing opportunities
- **Equity** – we acknowledge our region's inequitable past and actively pursue strategies that aim to reduce disparities within our communities
- **Integrity** – we strive to maintain the trust and respect of our partners by serving as a responsible steward on housing information and policies

Equity Statement: The Partnership for Housing Affordability is committed to creating an equitable Richmond—a region where housing policies create opportunities for all residents and remove barriers that sustain disparities in our communities.

OTHER DETAILS

Since the COVID-19 pandemic, PHA has implemented a permanent hybrid work schedule. The team meets once per week at our office located at 8975 Three Chopt Road Richmond, VA 23229. Otherwise, PHA staff have the option to work from home or in our office. New employees are expected to work in the office at the beginning of their tenure with PHA for training. Once training has been completed, this position will shift to the normal hybrid work schedule.

HOW TO APPLY

To apply, send an email with the subject line 'HRL Specialist' to info@PHARVA.com

Include your resume and cover letter. **We appreciate all applicants' time, however we will only reach out to candidates who we will advance to the phone screen round.**