
HOUSING STABILIZATION SERVICES WORKER

Position Description

Opens: Closes:			
Department:	Human Services	Reports to (title):	Housing Services Supervisor
Job Code:	N-10	Job Location:	St. Cloud, MN
Pay Range:	\$16 - \$25/hour	Supervises:	None
Hours/week:	40	Classification:	Non-Exempt
Type of Position:	Full-Time	Effective Date:	
		Revised Date:	

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the organization.
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with the organization's policies and procedures.
- Maintain a current insurable driver's license.
- Display respect and understanding of the organization's philosophy and values.

POSITION PURPOSE

The Housing Stabilization Services Worker will provide services to support people to live successfully in the community. There are two types of Housing Stabilization Services – Housing Transition Services and Housing Sustaining Services. The people being served will have some sort of disability mostly likely mental illness or chemical dependency. These services are targeted to people who are homeless or at risk of becoming homeless or living in an institution or other segregated setting or at risk of living in a segregated setting. The purpose of Housing Stabilization Services is to support an individual's transition into housing, increase long-term stability in the community and avoid future periods of homelessness or institutionalization. Services will be provided in the client's home or in the community. Services provided will strongly emphasize personal goal setting and developing strategies to achieve them, skill building, client advocacy, and connecting clients with community resources.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Provide community based Housing Stabilization Services (transition and sustaining) to eligible adult clients (age 18+) with a disability that impacts their ability to live successfully in the community.
 2. Meet with individuals 2-5 hours a week in the community or in the individual's home.
 3. Ensure that services are connected to the person centered housing plan that is developed with each client and delivered in a manner that is culturally sensitive and culturally appropriate following a holistic and person centered delivery method.
 4. Identify and assist with resolving barriers to accessing housing.
 5. Support the person in applying for all benefits (county, state, tribal and federal) that will help them afford their housing.
 6. Researching and contacting prospective housing options for availability and information, assist the person with applying for housing.
 7. Help the person to understand and negotiate a lease. Ensure the living arrangement is safe and ready for move-in.
 8. Identify resources to cover moving expenses and to access household goods.
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9. Supports a person to maintain housing through prevention and early identification of behaviors that may jeopardize their continued housing.
10. Assist with the housing recertification process both for rental assistance and with negotiating the continuation of a lease.
11. Train and coach on being a good tenant, lease compliance and household management.
12. Support the person to understand and maintain income and benefits necessary to retain housing.
13. Support and coach the building of natural housing supports, services and resources within the Reservation in the surrounding communities.
14. Participate in supervision, under the direction of designated supervisor.
15. Provides program and client transportation as needed.
16. Maintain a caseload of at least ten clients or more as assigned, meeting productivity guidelines, and proactively seeking referrals as needed to maintain a full case load.
17. Maintain billing and documentation in accordance with Department of Human Services guidelines, and submits billing according to procedures established by department: weekly progress/encounter notes, billing encounters, monthly progress reports, and file reviews in health records (either paper or electronic).
18. Input data into the Homeless Manager Information System (HMIS), and MN-ITS in a timely manner for reporting and funding purposes.
19. Participate and assist in the tasks associated with client care including evaluation of client safety and appropriate interventions related to their functioning and safety.
20. Acts as an advocate for clients as needed.
21. Provide crisis assistance as needed.
22. Attend trainings and conferences to comply with all continuing education requirements, and further enhance technical and programmatic knowledge.
23. Abide by and complies with the rules of confidentiality, Data Privacy Act, mandatory reporting laws, HIPPA requirements, and organizational policies and procedures.
24. Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	● At least 21 years old ● Successfully completed 30 hours of training during the two years immediately prior to the date of hire or before provision of direct services in all of the following areas: recipient rights, person centered planning, mental illness, co-occurring mental illness and substance abuse, local community resources, adult vulnerability, resident confidentiality, and:
Education:	● High school graduate or equivalent.
License/Certification:	● Valid Minnesota driver's license, reliable transportation and valid insurance.
Mandatory Knowledge, Skills, Abilities and Other Qualifications:	● Knowledge of established concepts, principles and practices related to housing and homelessness, with full consideration of mental, emotional and physical factors. ● Complete mandated reporter training, which includes training on vulnerable adult law. ● Complete mandated Housing Transition and Housing Sustaining training. ● Ability to use critical thinking skills, function independently and make complex decisions based on standards of care, policies and procedures, critical pathways. ● Knowledge of regulatory agencies documentation requirements and ability to accurately and completely document clinical data. ● Knowledge of the pharmacology of various medications (both legal and illegal substances), their therapeutic effects, side effects, and adverse reactions. ● Ability to prioritize activities and organize time effectively.

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- Ability to provide good customer service with a patient-centric approach.
- Excellent interpersonal skills in handling interactions with staff, other agencies, groups, and patients and families; capable of working with and actively participating with a diverse multi-disciplinary team.
- Basic knowledge of principles, procedures, techniques, trends and literature of social work (e.g., mental disorders, human development, social policy, developmental disabilities, cultural factors, etc.).
- Ability to handle sensitive situations in a calm, professional manner.
- Experience with computerized management information system and capable of entering client sensitive data into HMIS, MN-ITS and other electronic data information systems.
- Ability to communicate effectively (written and spoken) with co-workers, clients and outside parties.
- Strong observation, assessment, and crisis management skills.
- Ability to handle stress and unstable client behavior.
- Ability to work independently with minimal direction and within part of a team.
- Excellent organizational and documentation skills.
- Basic knowledge of current standards in mental health, housing/homelessness, public health and public welfare, and Federal, State, and Tribal programs in these fields in order to provide advocacy and enhance patient's functioning and access to identified community resources.
- Knowledge of substance abuse and causes and symptoms of mental health issues.
- Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment use/storage/maintenance of multiple usernames and passwords. Computer-related problem-solving skills through the use of available trainings and help desk.
- Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.
- Ability to perform other duties as assigned.

PREFERRED QUALIFICATIONS

- Associate of Arts Degree in one of the Behavioral Sciences or Associate in Applied Science Degree-Human Service and two years of experience working in a community setting. -OR-
- Bachelor's degree in social sciences, e.g. Social Work, Psychology, Human Services, Chemical Dependency, Sociology

WORK ENVIRONMENT

Work environment:	The work environment characteristics described here are representative to those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility, such as potential exposure to hazardous chemicals, sharps, and infectious body fluids.
Physical demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the

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employee may be required to frequently stand, walk, sit, bend, twist, talk, hear and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.

Mental demands: There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

OTHER

Confidentiality: All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.

Background Investigation: This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. Candidates must be able to successfully pass all required background checks to qualify for this position.

Drug Screening: All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing.

PRE-EMPLOYMENT DRUG TESTING APPLIES. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS.