



CCSI
POSITION DESCRIPTION

POSITION TITLE: Housing Placement Facilitator (Full-time; 40 hours/week with benefits)

REPORTS TO: Rapid Rehousing Program Supervisor

KEY RELATIONSHIPS: Monroe County Department of Human Services (MCDHS) Staff; Community Landlords and Property Management Companies; Housing and Homeless Services Provider Agencies, Continuum of Care (CoC)

LOCATION: Rochester, NY

DATE: April, 2021

ABOUT CCSI: CCSI is a not-for-profit management services organization with a special focus in the area of behavioral health and human services. We help provider agencies, local and state government, and other not-for-profits deliver programs and services that improve health and quality of life for the people they serve. Our administrative offices are located in Rochester but work with customers and communities across New York State. We are extremely committed to our work – and the opportunity it provides for us to make a difference. Our culture is one that values integrity, innovation, community connectedness, and exceptional customer service. Our customers are our partners, and we work hard to develop the longstanding, productive relationships needed to support high quality services. Our people make CCSI what it is and in turn, we strive to create a work environment that supports both personal and professional growth. We work hard but appreciate the importance of wellness and work/life balance.

PURPOSE:

Provides services for the Rapid Re-Housing (RRH) Partnership Program, including housing search, placement, and stabilization support to individuals and families experiencing homelessness. Additionally, developing and maintaining relationships with landlords and property management companies is an integral function of the position.

RESPONSIBILITIES:

- Work with shelters, MCDHS, and other community stakeholders to identify homeless households who are experiencing challenges in securing permanent housing.
- Provide facilitated housing search, placement, and stabilization services to individuals and families who are experiencing homelessness who are identified by local shelters, community organizations, or MCDHS Emergency Housing Unit who are in need of additional support to be successfully re-housed;
- Provide short-term housing stabilization case management services to ensure stability of placement.
- Arrange linkages to on-going case management and/or other support services as needed.

- Maintain contact with landlords following client placement to assess stability and provide support as needed to maintain housing.
- Follow up with program participants, at least monthly, who are placed into permanent housing to assess housing stability and identify any concerns or alternative housing needs.
- Serve as the ongoing point of contact for program participants and landlords to address/mediate any concerns.
- Determine program participant eligibility for financial assistance funds in accordance with program guidelines and policies; secures all required documentation; arranges for disbursement of funds following approval by Homeless Services Manager.

ADDITIONAL REQUIREMENTS:

- Recognize and value diversity within the work environment.
- Participate as a member of the team in valuing individual differences and supporting one another's opportunity to achieve their greatest potential.
- Culturally responsive to the population being served in the development, design, monitoring, evaluation and/or implementation of programs and services.
- Respect the confidential nature of certain information exposed to in the course of your work performance

QUALIFICATIONS:

- Associate's degree in human services, social work, psychology or related field and two years of related experience or an equivalent of education and experience
- Demonstrate knowledge of community-based service organizations.
- Demonstrate ability to coordinate service delivery in a multidisciplinary environment.
- Ability to promote the program and its related services, as necessary, to landlords and property management companies who may not be familiar with RRH
- Strong verbal, written communication skills, and organizational skills. Bi-lingual a plus.
- Strong interpersonal skills, including ability to interface effectively with a wide range of individuals and groups
- Organized and self-directed, able to work with a high degree of independence.
- Must possess a valid class D New York State Driver's License and must have access to a motor vehicle.

The responsibilities listed for the position are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. This position description does not constitute an agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Operating Principles and Demonstrated Behaviors:

All applicants (internal and external) must evidence their attitudes/behaviors as part of the application process: the ability to demonstrate, understand, and apply our workplace values through behaviors and actions. These operating principles are expected of all employees in all roles.

- Excellence in Customer Service
- Collaboration
- Honoring People and Their Work

- Individualized Work/Life Integration
- Integrity
- Innovation
- Community Connectedness

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