

**PINE STREET INN
JOB DESCRIPTION**

POSITION:	Housing Placement Specialist
DAYS & HOURS:	40 hours; Monday – Friday 7:00 a.m.–3:30 p.m. , with availability for early mornings, nights & weekends
REPORTS TO:	Housing Placement Supervisor
DEPARTMENT:	Emergency Services
LOCATION:	444 Harrison Ave/105 Chauncey Street. PSI Shelters & community-based work

SUMMARY OF POSITION:

The Housing Placement Specialist (HPS) will work within a team of Housing Placement Specialists as well as the Housing Placement Navigator and the Housing Benefit/Stabilization Lead to ensure that we develop and execute sustainable and expeditious housing plans for currently homeless guests. The Housing Placement Specialist will engage with unsheltered targeted clients living in the streets of Boston in collaboration with the BHOT and Outreach van team to reduce barriers to housing and housing supports utilizing actionable decisions and individual housing plans that will rapidly lead to safe, affordable housing with the supports necessary to sustain achieved housing. The HPS and her/his team will work under tight timeframes for accurately entering guest information into the Pine Street Inn’s approved Homeless Management Information System (HMIS). Attention to detail and accuracy is critical in this position, The Housing Placement Specialist will provide exceptional customer service both internally and externally and will work in partnership with other emergency services and housing department staff to provide integrated service delivery, which furthers our mission to eliminate homelessness. Under the discretion of the PMH Director and the PMH supervisor, the HPS will work with the Mobile Enrollments and Benefits Specialist and the PMH Clinician to identify clients who are receiving pre-tenancy support services to be enrolled in Community Support for People Experiencing Chronic Homelessness (CSPECH) Program.

The Housing Placement Specialist will work from the following principles:

- All people experiencing homelessness, regardless of their housing history and duration of homelessness, can achieve housing stability in permanent housing.
- Everyone is “housing ready.” Sobriety, compliance in treatment, or even a clean criminal history is not necessary to succeed in housing. Rather, homelessness programs and housing providers must be “consumer ready”.
- Leverage guests’ strengths, assets, and connections to move quickly out of shelters and to any other housing.
- Recognize the impact of violence and victimization on development and coping strategies
- Employ an empowerment model
- Maximize guest choices and control over her/his recovery based in a relational collaboration
- Create an atmosphere that is respectful of the guests’ need for safety, respect, and acceptance
- Emphasize the guests’ strengths, highlighting adaptations over symptoms and resilience over pathology
- Minimize the possibilities of re-traumatization
- Strive to be culturally competent and to understand each person in the context of his or her life experiences and cultural background
- Solicit guest input and involve guests in designing and evaluating services

QUALIFICATIONS

EDUCATION/TRAINING:

REQUIRED:

- BSW, BA or BS in a human services related field [can be substituted for High School Diploma and at least three (3) years of equivalent experience in a social service setting]
- Certification, training, or formal education in counseling and/or case management
- Valid Massachusetts Driver’s License

PREFERRED:

- Bilingual – Spanish/English

KNOWLEDGE/EXPERIENCE:

REQUIRED:

- A minimum of two (2) years of experience delivering services to a challenged population often struggling with addiction and untreated or under-treated mental health concerns
- Strong computer and math skills - including familiarity with MS Word and Excel Experience
- Practical experience in working collaboratively with homeless individuals creating housing plans and individual service plans
- Experience with helping individuals with budgeting
- Experience accessing housing opportunities and subsidy programs for homeless individuals
- Knowledge of the issues related to homelessness and housing
- Experience navigating systems of housing and care for homeless individuals
- Knowledge and experience utilizing Motivational Interviewing, Trauma-Informed Care, Harm Reduction, Housing First, and Change Theory in practice

PHYSICAL ABILITIES/SKILLS:

REQUIRED:

- Ability to stand for moderate periods of time, stretch, bend, lift and assist guests up and down stairs during difficult and/or emergency situations.
- Ability to respond safely and quickly in case of emergency situations
- Ability to travel to and access multiple sites on the streets and within the community
- Ability to work independently, make sound judgments and respond appropriately in an emergency
- Ability to walk up to 2 miles at time on city streets
- Ability to access public transportation
- Ability to sit for moderate periods of time at a desk in an office while interacting with clients and/or managing documentation and completing data entry
- Must be able to drive a PSI vehicle for work use

MENTAL ABILITIES/SKILLS:

REQUIRED:

- Excellent writing, documentation, math and computer skills
- Ability to assess clients and make appropriate referrals
- Ability to establish good working relationships with internal and external program staff
- Strong decision-making and communication skills
- Exceptional customer service
- Ability to perform an array of difficult tasks at the same time
- Patience in working with guests with untreated emotional and/or physical health needs and active substance use/abuse/dependency behaviors
- Ability to work in intense emotionally charged situations
- Ability to help provide critical incident de-briefing

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Ability to outreach city list guests in the community including but not limited to community agencies and shelters
- Maintain office hours at 105 Chauncey Street from 9:30am-11am Monday-Friday.
- Able to maintain a case load of 25
- Meet or exceed established performance and program goals.
- Meet or exceed established housing goals.
- Work with guests to quickly and accurately complete housing and support documentation.
- Work with guests to expeditiously obtain appropriate mainstream benefits
- As needed, perform client intakes, assessments, and Touchpoints.
- Extensive knowledge of HMIS systems
- Maintain accurate and timely documentation.
- Actively work with guests to motivate and incentivize the development and execution of actionable and sustainable individual housing plans using best practices.
- Maintain thorough knowledge of human/social services networking opportunities available in Boston and surrounding areas.
- Perform other additional assignments or projects as requested/directed by Program Director, Supervisor and HMIS Manager

Documentation and Confidentiality:

- Completes internal enrollment documentation for CSPECH (including consents, payment statement, emergency face sheet, etc.)
- Completes documentation in the electronic health record, CareLogic and other systems as required
- Manages documentation and reporting to maximize billing opportunities
- Maintains confidentiality specifically HIPAA, patient privacy and 42 CFR Part 2

***Please note** - All credentials and licensures will be reviewed annually as part of the PSI credentialing process. Additionally an annual CORI review and OIG Medicaid Fraud checks will be conducted for the Housing Placement Specialist. Acceptable results of annual credentialing and CORI reviews and OIG Medicaid Fraud checks will be required of the Housing Placement Specialist.

SUPERVISION TO BE EXERCISED: There are no supervisory responsibilities listed in this job description

SUPERVISION TO BE RECEIVED: The Housing Placement Specialist will receive weekly direct supervision from the Housing Placement Supervisor

SUPERVISORY LINE: Housing Placement Supervisor, Director of Housing Placement, Vice President for Emergency Services, Chief Program Officer, Chief Executive officer and President

INTERNAL CANDIDATES, IF INTERESTED IN APPLYING FOR THIS POSITION, PLEASE SUBMIT A PROMOTION/TRANSFER APPLICATION TO THE HUMAN RESOURCES DEPARTMENT WITHIN 10 DAYS OF POSTING.

Pine Street Inn is an Equal Opportunity/Affirmative Action Employer

Receipt and Acknowledgment

I acknowledge and/or understand that I have read and understand these job descriptions and the responsibilities of the **Housing Placement Specialist** position.

Receipt of this job description does not imply nor create a promise of employment, as my employment is at-will.

Acceptable job performance includes completion of the job responsibilities as well as compliance with PSI policies and procedures.

Staff signature

Date