

**PINE STREET INN  
JOB DESCRIPTION**

<b>POSITION:</b>	Housing Placement and Stabilization Specialist (HPSS)
<b>DAYS/HOURS:</b>	40 hours, Monday - Friday, 830AM-5PM, occasional 11:30AM-8PM weekday shifts, some weekends, nights and early mornings as needed.
<b>REPORTS TO:</b>	Housing Placement Supervisor
<b>DEPARTMENT:</b>	Outreach, Prevention & Housing Placement: Rapid Re-Housing
<b>LOCATION:</b>	444 Harrison Ave, 363 Albany Street, 170 Morton Street, and 891 Massachusetts Avenue-- Boston PSI Shelters & community-based work

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**SUMMARY OF THE POSITION:**

The Housing Placement and Stabilization Specialist will work within the Emergency Services portfolio to provide assertive outreach, engagement, enrollment and stabilization of eligible shelter guests into the Rapid Re-Housing Program. These Specialists will play an active role in producing positive housing outcomes reducing individual lengths of homelessness for Boston's new Rapid Re-housing system in which Pine Street is the lead agency. Utilizing individual housing stability planning the Housing Placement and Stabilization Specialist will provide housing placement and stabilization services assisting program participants to move into and sustain permanent housing. The housing placement goal is to quickly move participants from shelter into permanent housing within 60 days or less of program enrollment and to sustain this housing for a minimum of one year once placed in housing. The Housing Placement and Stabilization Specialist will provide office and community-based stabilization services once the individual is placed into housing as outlined by specific benchmarks set by funders and industry best practices. Each Housing Placement and Stabilization Specialist will have a minimum of 50 guests to identify, engage, enroll and house and an additional 50 guests to stabilize each year. At times these tasks may be done in conjunction with community partners. Through all stages of the program, the Housing Placement and Stabilization Specialist will utilize progressive engagement; least amount of support needed to be successful. A key component of the work with guests is successfully connecting individuals to assets which increase income and mainstream benefits and supports which increases stability while in housing. The incumbent may need to accompany guests to apartment showings and lease signings in the community. The Housing Placement and Stabilization Specialist will facilitate on-going communication between the guest, housing authorities, landlords and community programs and partners. The Housing Placement and Stabilization Specialist will also develop and lead education groups to help individuals learn skills that better help them to manage money and be good neighbors and tenants.

HPSS will work from the following principles:

- Shelter is a temporary safety net, not a home.
- All people experiencing homelessness, regardless of their housing history and duration of homelessness, can achieve housing stability in permanent housing.
- Never warehouse or institutionalize our guests in our shelters
- 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' their 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:**

- Associates 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]
- Valid driver's license

#### **PREFERRED:**

- Undergraduate degree, certification, training, or formal education in counseling and case management
- Bilingual, with an emphasis in English and Spanish
- Training in Trauma Informed Care, Progressive Engagement, and Motivational Interviewing
- Housing Quality Standards (HQS) Certified

### **KNOWLEDGE/EXPERIENCE:**

#### **REQUIRED:**

- Minimum of six (6) months of experience working with a homeless population, providing direct care and/or active case management and referral services to homeless individuals
- Strong written communication and documentation skills
- Computer proficiency in Microsoft Office Products, including Excel and Outlook
- Experience working with people who have untreated mental illness, and/or active substance addiction
- Knowledge of the issues related to homelessness, particularly around housing, S/A, mental illness and economic factors as precipitants to homelessness
- A working knowledge of homeless referral networks
- Requires knowledge and belief in "Housing First" philosophy and strategies
- Basic Math Skills and Budgeting Experience

#### **PREFERRED:**

- One (1) year experience working with homeless population, providing direct care
- Extensive experience with case management, housing placement, and landlord engagement
- Experience with ETO or similar HMIS system.
- Knowledge of tenant rights, and responsibilities as well as "Strengths based" Case Management

### **PHYSICAL ABILITIES/SKILLS:**

#### **REQUIRED:**

- Ability to stand for moderate periods of time
- Ability to 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 sit for moderate periods of time at a desk in an office while interacting with individuals and/or managing documentation

### **MENTAL ABILITIES/SKILLS:**

#### **REQUIRED:**

- Ability to perform an array of difficult tasks at the same time
- The temperament to work with guests with problems indicative of untreated emotional/physical health needs and active substance use/abuse/dependency behaviors
- Ability to work in intense emotionally charged situations
- Possesses strong organizational skills with ability to meet a demanding workload
- Detail oriented to complete requirements of files and contract compliance
- Creative Thinker

**ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:**

- Outreach and Engage individuals in the shelters to assist them in quickly developing housing pathways
- Perform assessments and intakes with shelter guest to determine eligibility for the Rapid Re-Housing program
- Enroll eligible individuals into the program, collect and maintain all required paperwork and documentation
- Enter all required work into ETO database in a timely fashion with accuracy, documenting each interaction with program participant within 48 hours of interaction.
- Work with individuals to create an individualized service plan and housing sustainability plan to guide the work that will be done
- Participate as an active member of the Rapid Re-Housing Team and attend all required meetings
- Provide referral and case management services to guests, including initial and ongoing development of individual service plans, referrals and access to appropriate services
- Facilitate small groups on Housing Search, Budgeting or related topics
- Provide housing placement and stabilization services to program participants to move them into permanent housing. This may include completion of housing applications, assisting individuals with the housing search process, assisting individuals with interpreting and signing tenancy agreements, and conducting inspections of units when applicable.
- Successfully connect individuals to benefits, resources, supports and jobs which will build income and assists which sustain housing.
- Provide housing stabilization services to individuals placed in permanent housing through the Rapid Re-Housing program including home visits as needed, assistance with connecting with community resources and acquiring the basic skills necessary to maintain permanent housing
- Maintain individuals records, including database files, incident reports and daily and weekly service records and progress notes
- Perform other additional assignments or projects as requested/directed by supervisor

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

**SUPERVISION TO BE RECEIVED:** The Housing Placement and Stabilization Specialist will receive weekly supervision from the Housing Placement Supervisor.

INTERNAL CANDIDATES APPLYING FOR THIS POSITION PLEASE SUBMIT A PROMOTION/TRANSFER APPLICATION TO THE HUMAN RESOURCES DEPARTMENT WITHIN 10 DAYS OF POSTED DATE.

**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 & Stabilization 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.

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Staff signature

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Date