



Housing is our starting point.
Seeing people thrive is our finish line.

Job Description

Job Title: Lead Prevention Specialist
Department: Homelessness Prevention Program
Reports To: Program Manager, Homelessness Prevention Program
Status: Non-Exempt Status

This job description provides a general guideline to the most common duties, responsibilities, and minimum requirements for this position. It is not all inclusive and the actual position may vary as circumstances indicate or as determined by the organization. Working hours are primarily a day shift position, but may need to work varied hours to include overtime, as business needs dictate.

Summary of Position:

The Lead Prevention Specialist will provide support services to participants of the Homelessness Prevention Program (HPP) Everyone Home DC. (S)He will offer mediation, flexible financial support, and targeted referrals to families in imminent danger of becoming homeless. Through these services, EHDC helps families stabilize their housing, avoid entering the shelter system, and develop a plan to work toward long-term self-sufficiency. Moreover, the Lead Prevention Specialist serves as a resource to the team of Prevention Specialists and assists them with challenging cases. (S)He provides team leadership when Program Manager is unavailable and exercise authority as delegated by Program Manager. This position must be staffed with a dedicated and service-oriented individual, who is committed to working in a professional environment with at-risk communities.

Principal Duties:

- Conduct new client intake interviews and assessments.
- Work with clients to identify the resources and support necessary for them to remain stably housed or establish a more stable living arrangement.
- Mediate conflicts with family members and landlords in order to resolve issues resulting in the threat of eviction.
- Assist clients in negotiating housing arrangements with family members and friends willing and able to house them, including establishing house rules, length of stay, financial contributions to the household, etc.
- Provide targeted referrals to address client needs in the areas of education and employment, physical and mental health, child care, housing, etc.
- Assist in processing lease agreements with landlords, families, and contractors when needed.
- Actively network with the community service providers and other partner agencies to locate programs and resources to assist families.

- Input client data and meticulous notes into Homeless Management Information System (HMIS), and other required systems, in a timely manner.
- Provide proactive follow-up with clients, as needed.
- Serves as a resource to the team of Prevention Specialists and assists them with challenging cases.
- Assists Prevention Specialists and other members of the HPP team with complex cases when Program Manager is unavailable.
- Follows-up with clients connected to Rapid Re-Housing in the interim of them being assigned to Rapid Re-Housing casemangement
- Provides team leadership when Program Manager is unavailable and exercise authority as delegated by Program Manager. Leads reoccurring workshops that provide important and relevant information/skills to clients.
- Works to gather and update housing related resources to distribute regularly to clients.
- Participate in program meetings, trainings, and EHDC meetings and events.

Secondary Duties:

- Works on special projects as needed.
- Tracks progress of all goals and submits monthly reports and/or weekly updates to supervisor.
- Other relevant duties as assigned.

Position Specifications:

Essential Use of the Following Tools:

- Strong proficiency with Microsoft Office Suite (Word, Excel, Power Point) and Google Drive
- Office Equipment: Phone System, Copier/Fax/Scanner

Essential Training/Certifications:

- Bachelor's degree in social work or related area required.
- Minimum 3 years' experience working within the homeless continuum.
- Crisis management experience a plus.

Skills/Knowledge:

- Knowledge of community resources and practices with high-risk populations.
- Advanced demonstrative case management skills with proven track record of success.
- Ability to communicate clearly and concisely, both verbally and in writing.
- Ability to main confidentiality of highly sensitive information.
- Strong Leadership, Administrative, and Operations knowledge.

- Strong ability with computer software programs, and ability to enter and maintain accurate data/information in appropriate platforms.
- Demonstrative skills in researching, negotiating, selecting and managing vendor contracts to include evaluation of service and pricing comparisons.
- Problem-solving skills.
- Time management skills.
- Ability to work as part of a team and to work independently on multiple tasks and complete successfully with minimal supervision.
- Ability to follow through on projects and meet deadlines.
- Strong organizational skills and attention to detail is critical

Essential Competencies/Behaviors:

- Professional presentation that reflects the organization’s culture and values.
- Ability to work with as well as serve a diverse population, showcases respect and appreciation for diversity based on race, class, ethnicity, religion, gender, sexual orientation, and gender presentation.
- Displays mature demeanor, common sense, and good judgment.
- Must be able to act with honor, character and integrity.
- Maintains good rapport with all departments.
- Ability to cope with a fast-paced work environment.
- Able to manage multiple projects with minimal supervision.
- Must be able to understand the importance of the position for the success of the organization.
- Ability to accept change and be flexible.
- Be on time and minimal amount of absences.
- Demonstrates compassion for people struggling with homelessness, poverty, mental illness and addiction.
- Sense of humor.

Compensation & Benefits:

- Competitive salary, depending on experience.
- Employer paid health and life insurance. Dental and vision insurance also available.
- Generous holiday, vacation, and personal leave.
- 403(b) retirement plan.
- Metro Smart Benefits.

Note: Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.