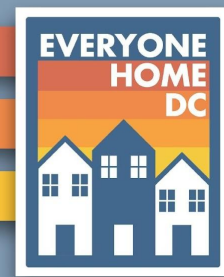


HOUSING IS OUR STARTING POINT

SEEING PEOPLE THRIVE

IS OUR FINISH LINE



JOB ANNOUNCEMENT

Prevention Support Specialist (PSS), Family Homelessness Prevention

Job Title: Prevention Support Specialist (PSS)

Department: Family Homelessness Prevention

Reports to: Program Manager

Status: Non-Exempt

Salary Range: \$45,000 - \$47,000 annually

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 require varied hours to include overtime, as business needs dictate.

SUMMARY OF POSITION:

Everyone Home DC's Family Homelessness Prevention Program provides services for families at risk of becoming homeless through mediation, flexible financial assistance, and connecting them to supportive resources. The Prevention Support Specialist (PSS) will provide administrative and direct services support to Everyone Home DC's Family Homelessness Prevention program (HPP) and its clients. They will work closely with the Program Manager, Assistant Program Manager, and Prevention Specialists to support program operations and offer assistance to families so they can avoid homelessness and work toward long-term housing stability. This position must be staffed by a dedicated individual who is service-oriented, a team player, and committed to working in a professional environment with at-risk communities.

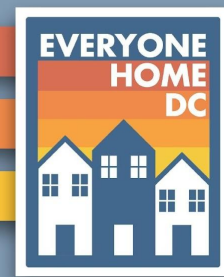
RESPONSIBILITIES & DUTIES:

- Provide programmatic support to team's daily operations including: provide welcoming reception to clients in-person or virtually; answering phone calls and collecting a daily call log, keeping various tracking documents updated for the team, managing the team's calendar and scheduling appointments with clients, and maintaining program inventory by conducting program errands or ordering supplies.
- Initiate the client intake process (virtual/online links) prior to appointments and conduct follow-up calls.
- Support client documentation filing, data-entry, and program reporting needs.
- Administer the Westat and VI-SPDAT assessments with knowledge of the STEP Tool.
- Maintain and update a resource library for clients as well as resource packets for clients.
- Input client data, case notes, and upload relevant documents into Homeless Management Information System (HMIS), CATCH, and Quickbase.
- Develop comprehensive housing stability plans for participating families.
- Manage a limited caseload (approximately 2-4 cases).
- Carry out all duties consistent with grant requirements and internal policies and procedures.
- Adhere to all organization policies, including those concerning client confidentiality
- Participate in Everyone Home DC staff meetings, committees, and events as needed
- Other duties as assigned.

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QUALIFICATIONS:

- Minimum of a Bachelor's Degree in a relevant humanities, social science, or related field.
 - Candidates with a Bachelor's in Social Work or Master's in Social Work degree are required to be licensed and in good standing with the Board of Social Work.
- Minimum of 1-3 years of relevant experience working with individuals or families experiencing homelessness or poverty within the homeless continuum of care.
- Crisis management experience is preferred.
- Excellent verbal and written communication skills.
- Exceptional ability to multi-task and excellent organizational skills. This includes problem-solving, time management, and the ability to follow through on projects and meet deadlines.
- Prior case management experience preferred.
- Bilingual English/Spanish speakers or Spanish language written/verbal communication skills at a professional working proficiency are preferred, but not required.
- Ability to maintain confidentiality of highly sensitive information, and demonstrated professionalism, reliability, and responsibility.
- Ability to learn computer software programs, and enter and maintain accurate data/information in appropriate platforms.
- Ability to work in a team-oriented environment and to work independently with minimal supervision.
- Strong capacity to build relationships with a diverse range of clients, colleagues, and community members.
- Demonstrated respect and appreciation for diversity based on race, class, ethnicity, religion, gender, sexual orientation, and gender presentation, and ability to work with a highly diverse group of clients, co-workers, and colleagues.

HOW TO APPLY:

This position is available immediately. Applications will be reviewed on a rolling basis until the position is filled. Please send a cover letter expressing your interest, resume, and three professional references to hr@everyonehomedc.org. Indicate **"Homelessness Prevention Support Specialist"** in the subject line. **Only complete applications will be accepted.** No phone calls, please.