

Center for Community Action

195 Drive In Lane
Everett, PA 15537
Phone: 814-623-9129



Job title: Housing Intake Specialist

Work Location: 2301 Beale Avenue, Altoona, PA 16601

Division/Department: Housing

Reports to: Housing Program Coordinator

☒ Full Time

☐ Part Time

☐ Exempt

☒ Nonexempt

Starting Salary: \$16.00-\$18.00 / hour

Essential Duties and Responsibilities: Provides services to consumers and their families working with agency homeless programs.

Specific Duties:

- Obtain consumer information/documentation required by funding sources to receive agency services
- Develop individualized housing goals with program participants and create a budget plan
- Document and verify income eligibility as required by programs
- Maintain a complete working file providing activity documentation and copies of all corresponding paperwork
- Assist in the development of and encourage adherence to a personal budget through housing and budget counseling sessions; provide budget counseling and education to assist consumers in maintaining their housing
- Develop relationships with local landlords
- Maintain an updated and comprehensive listing of housing options and resources for homeless populations
- Monitor homeless program participants who are receiving financial assistance and conduct monthly update meetings while the participants are in the program
- Conduct follow-up with housing consumers
- Work with consumers to resolve barriers to housing
- Attend training sessions, workshops and meetings that will enhance services to consumers
- Compile monthly, quarterly and annual reports and maintain data in the agency database
- Travel to various sites within the region to conduct intake and complete other transactions relating to program services as needed
- Complete housing habitability inspections, including visual lead-based paint inspections when necessary
- Provide Financial Literacy classes

- Assess housing barriers of households experiencing homelessness to determine additional services and referrals needed
- Develop a housing procurement, financial and self-sufficiency case management plan with consumers; including an intake interview to determine consumer's needs, goals, and eligibility
- Provide mediation and advocacy with landlords on the consumer's behalf to develop a workable plan to obtain and maintain housing
- Assist consumers in locating and securing safe, affordable housing of their choice
- Apply knowledge of residential lease contracts to educate consumers of their rights and responsibilities
- Collect and report program data, including but not limited to agency database
- Obtain SOAR certification as time and caseload permit
- Other duties as may be required

Education and/or Work Experience Requirements:

- Completion of Associate Degree in Human Services or equivalent education and experience in a related field
- Proficiency in using Microsoft Office Suite, including Word and Excel Programs
- Keyboarding/typing skills that are sufficient for work in a fast paced office environment
- Commitment to providing services with a consumer centered focus and within an atmosphere of dignity and respect
- Ability to build rapport with diverse consumers, coworkers and colleagues through effective communication, listening skills and empathy
- Ability to adapt to a variety of situations and individuals, ability to work independently and also work on team projects
- Ability to develop and maintain an understanding of eligibility criteria and policies related to various federal and local public benefit programs
- Ability to maintain confidentiality regarding all agency business, employee and consumer matters
- Valid driver's license, reliable transportation, vehicle insurance to comply with Agency standards of coverage, and willing to travel in all the counties we serve, and other counties as required.
- Federal Bureau of Investigation (FBI) fingerprint processed in accordance with Public Law 92522 and Child Protective Services Law (Title 23, PA C.S. Chapter 63), Federal Criminal History Background Check
- Pennsylvania Child Abuse History Clearance
- PA State Police Report of Criminal History Clearance.

I understand and agree to the terms and requirements of the job duties for this position as set forth above. This organization reserves the right to revise and change job descriptions as the need arises. This job description does not constitute a written or implied contract of employment. AA/EOE

Print Employee Name:

Employee signature:

Date: