

**WOMANHAVEN A  
CENTER FOR FAMILY SOLUTIONS**

<b>Department:</b> Housing	<b>Location:</b>
<b>Job Title:</b> Eligibility Intake Worker-XD Housing First	<b>Salary Range:</b> \$14.50 Hourly
<b>Reports To:</b> Empowerment Service Coord.	<b>Title:</b>
<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input checked="" type="checkbox"/> Health Benefits <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary	<b>Hours</b> <u>40</u> / week <input type="checkbox"/> Exempt Position <input checked="" type="checkbox"/> Non-Exempt Position

**Center for Family Solutions Shelter Services provides services to individuals and families who have been affected by domestic violence in Imperial County CA.**

**Summary: The Eligibility Intake Worker-XD is responsible for addressing the comprehensive housing needs of CFS families from landlord outreach and family needs assessment to relocation and housing maintenance. The Eligibility Intake Worker works collaboratively with the CFS case management team and landlords**

- ESSENTIAL FUNCTIONS:**
- 1) Conduct landlord outreach throughout the County of Imperial and cultivate relationships with landlords to facilitate the availability of units for CFS clients
  - 2) Assess the housing needs of families residing at CFS's Emergency Shelter and Housing Programs
  - 3) Locate units that meet the housing needs of families and conduct initial unit inspections for code compliance and violations with completion of appropriate documentation
  - 4) Conduct lease-up meetings with landlords and tenants, explaining the roles and responsibilities of each party
  - 5) Coordinate with CFS Operations and case management team to facilitate moving and relocation of families
  - 6) Work collaboratively with CFS's case management team and tenants to address and resolve tenant and landlord issues
  - 7) Support case management team in providing individual and group education sessions on housing related topics such as household maintenance, timely rental and utility payments, and tenant rights and responsibilities
  - 8) Conduct home visits as needed in support of case managers
  - 9) Assist in facilitating maintenance requests and conduct re-inspection of units upon completion of landlord repairs as needed
  - 10) Complete all required paperwork, data entry, communications, and filing, and report housing stability, landlord challenges, home visit maintenance reports and a resolutions, and other programmatic information to Executive Director of Programs and Resource Coordinator
  - 11) Other housing responsibility as needed to support the programs and CFS staff
  - 12) Transport clients to scheduled appointments and necessary destinations.
  - 13) Assist with operations of emergency shelter.

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## OTHER RESPONSABILITIES:

1. Performed other duties as assigned.

## SUPERVISORY RESPONSABILITIES:

N/A

## INTERNAL/EXTERNAL RELATIONSHIPS:

1. Ability to build a broad working relationship with staff and clients.

## PHYSICAL ACTIVITY AND ENVIROMENT REQUIREMENTS:

1. The working environment for this position is an office that is mostly clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will.
2. In the course of performing this job, the incumbent typically spends time standing, Lift up to 25 pounds walking, sitting, listening/speaking, reading and writing.

## EQUIPMENT OPERATIONS:

The incumbent in this position operates the following equipment:

- Telephone
- Document copiers
- Personal computer
- Facsimile
- Other standard office equipment
- Personal vehicle

## EDUCATION,KNOWLEDGE,SKILLS, ABILITIES, AND EXPERIENCE

### REQUIRED (R) /PREFERRED (P):

1. Bachelor's degree in human services field plus 2 year of experience in housing-related human services. **(P)**
2. Bilingual skills English/Spanish (required).**(R)**
3. Knowledge of and/or demonstrated commitment to ending violence **(R)**
4. Have understanding of and experience with organizing or working in communities of color in California, or another state with similar demographics **(R)**
5. Have understanding of issues surrounding social justice and violence prevention work**(R)**
6. The candidate must be able to develop strong working relationships with client population, be able to relate to individuals making significant life decisions, and be supportive of individuals' increasing independence. Must also be able to provide effective training, prepare written reports, and maintain client documentation. **(R)**
7. Strong ability to multi-task and make critical decisions without a supervisor present. **(R)**
8. Positive attitude and strong empathy skills are necessary. **(R)**
9. The ability to develop client relations and show excellent hospitality to them.**(R)**
10. Computer literate; proficient in the use and operation of computers and basic MS applications (Word, Excel, Access, Outlook) **(R)**
11. Environmental Conditions: Some hours will be in a normal office environment with little exposure to excessive noise, dust, fumes, vibrations, and temperature changes; work requires travel and making home visits; computer use; work at a fast pace with unscheduled interruptions; responsibilities require a flexible work schedule including regular evening hours, occasional weekend hours and overtime. Some weekly evening hours are required.
12. Ability to operate a vehicle in a variety of weather and traffic conditions. **(R)**

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13. Knowledge, experience and sensitivity in relating to issues affecting victims of domestic violence, their families and the community; commitment to victims of domestic violence issues **(P)**
14. Effective personal computer skills including word processing, spreadsheet and internet. **(R)**
15. Very effective oral and written communication skills to represent the agency/program to other agencies, government organizations and in other professional situations.
16. Organizational planning skills.
17. Demonstrated leadership ability and effectiveness in working with employed staff and volunteers. **(R)**
18. Ability to work independently with a minimum of supervision and make mature and independent decisions. **(P)**
19. Professional appearance and ability to maintain confidentiality in all matters related to the Agency and positive communications with staff, volunteers and the community.**(R)**
20. Ability to support the mission and philosophy of WomanHaven which includes acceptance of multicultural diversity.**(R)**
21. Acts as mandated child abuse reporter.**(R)**

### **CERTIFICATIONS REQUIREMENTS:**

**Per California Evidence Code 1037.2 of the Cal-OES 40 hour training, the following applies:**

1. 40 hours Domestic Violence Counselor training per California Evidence Code 1037.2 to be completed within 90 days (3 months) of employment.
2. 8 hours (of the 40 hours) must be completed prior to direct client contact.
3. 16 hours of annual continued education (CE) of which 8 hours must include Rape/Sexual Abuse/MultiCultural, Cross Cultural and MultiEthnic Diversity topics and 8 hours devoted to Domestic Violence topics.  
CPR/First Aid certification required within first year of employment and kept current thereafter.

### **HIRING REQUIREMENTS:**

1. Must be able to obtain background and drug test clearance.
2. Must possess a valid California driver's license/minimum vehicle insurance required by law and maintained throughout the duration of employment. Please note: Upon job offering a current California driver's license and a driving record acceptable to the Agency's insurance carrier is required.
3. Own reliable transportation is required.