JOB OPENING: HOUSING SUPPORT SPECIALIST

About OUR Organization: OUR Center is truly a community-based agency. We are here to provide a safe, accessible place for families to connect with comprehensive, coordinated services that help strengthen families and self-reliance. OUR Center works closely with many other agencies in the community to assist those in need, especially those in emergency situations. The OUR Center is a proud member of the Family Resource Center Association!

Position Summary: Access to safe, affordable, and decent housing is a fundamental right for everyone. It is a crucial support system that can have a positive impact on an individual or family's wellbeing. Stable housing not only improves health but also contributes to children's academic success and strengthens the community. Our Center Housing Stabilization Program (HSP) assists community members facing homelessness or temporary housing instability by providing short-term rental and/or deposit aid. We work closely with community partners to offer financial assistance and supportive services to minimize evictions, housing crises, and homelessness, and ultimately restore stability to our neighbors. As the main point of contact, this role involves meeting with people and families experiencing crises, evaluating their strengths and needs, collaborating with them to create a service plan, and coordinating the necessary resources to achieve their goals.

As an employee at OUR Center, you'll enjoy:
- Medical, Dental, and Vision Insurance
- Paid Holidays
- Sick Leave & PTO
- 403(b) with company match
- Company paid Life Insurance, Accidental Death & Dismemberment, and Long-Term Disability
- Free Breakfast and Lunch for all employees
- Access to OUR Center services
- OUR policies and practices follow a family-friendly approach.

What you'll be doing:
- Meet with participants on a regular basis to coordinate service plans and provide the necessary support to promote the successful achievement of identified goals.
- In partnership work with families to establish a case plan and establish desired goals.
- Connect individuals/families to community resources that support the achievement of the participant’s identified goals.
• Evaluate and provide direct financial assistance (rent, utilities, or other areas of need) to participants as approved by the Resource Specialist team and Family Development Services Manager.
• Assist participants with determining pre-eligibility for public benefits and accessing applicable benefits and services.
• Screens and provides appropriate referrals with a warm handoff to housing programs such as the Inn Between, Boulder County Housing and Human Services, Housing Stabilization Program, and Home Steady, etc.
• Identify and report any unmet needs. Distribute assistance to participants according to OUR Center policies and Resource Specialist manual.
• Timely and accurately enter the required intake, eligibility data, and services provided into the case management database (BCC)
• Attend required or assigned internal and external meetings.
• Complete all assessments, surveys, and other required forms and reports required by the Housing Stabilization Program
• Meet with landlords to build productive relationships to advocate and assist tenants to prevent eviction.
• Attend required or assigned internal and external meetings including monthly HSP Check-In meeting with Boulder County.
• Assist with referrals from the Resource Specialist team and attend housing panel meetings as needed.
• Work closely with various community partners including the SVVSD and Boulder County Housing and Human Services.
• Maintain a positive relationship and a working knowledge of the broader community.
• Hold all confidential information in trust and strict confidence. Understand and agree that it shall be used only for the purposes required to fulfill employment obligations, and shall not be used for any other purpose, or disclosed to any third party.
• Comply with all privacy laws and regulations, which apply to the collection, use and disclosure of personal information.
• Participate in ongoing professional development.
• Other duties as assigned.

What we are looking for in a candidate:
• Commitment to the mission, vision, and values of the OUR Center
• Bachelor’s degree in social work, psychology, human development, and/or equivalent related human services experience.
• Excellent written and verbal communication proficiency in both English and Spanish
• Strong interpersonal skills with the ability to build positive trusting relationships with individuals from diverse backgrounds.
• Ability to successfully communicate with challenging participants while effectively de-escalating difficult situations.
• Ability to work as a collaborative member in a team environment with a variety of people.
• One or more years of previously related experience in Case Management with the ability to perform case management duties
• The ability to manage multiple projects with exceptional attention-to-detail
• Ability to organize and prioritize competing demands to meet necessary deadlines
• Experience working in MS Office (Word, Excel, PowerPoint) as well as managing multiple calendars within Office 365
• An understanding of the importance of maintaining a high degree of confidentiality and discretion
• Valid Driver’s license and safe driving record.
• Must be reliable, punctual, and flexible

*Other duties may be assigned based on organizational needs.

Physical Demands
• Able to sit or stand for extended periods
• Regular use of a computer
• Light to moderate lifting is required
• Talking, hearing and listening

Job Type: Full-time

Salary: $21.00 - $22.00 per hour

Benefits:
• Dental insurance
• Flexible spending account
• Health insurance
• Paid time off
• Retirement plan
• Vision insurance

Schedule:
• 8 hour shift
• Day shift
• Monday to Friday

Ability to commute/relocate:
• Longmont, CO 80501: Reliably commute or planning to relocate before starting work (Required)

Experience:
• Case management: 1 year (Required)