



**Title: Affordable Housing and Stability (AHAS) Lead**

**Department: AHAS**

**Supervisor: Program Director**

**Salary: \$ 27-\$30 per hour plus benefits**

Share provides a wide spectrum of services ranging from street outreach, hunger response, and emergency shelter to housing and asset building. We offer individuals services, resources, and the tools they need to end their homelessness, secure housing, and maintain that housing. Each year, we assist more than 8,000 people experiencing poverty, hunger and/or homelessness.

We seek bright, driven people who are passionate about social justice and who want challenging career opportunities that deliver personal and professional fulfillment. Our dedicated and energetic employees provide essential services to a vulnerable population. We take pride in making a difference in the lives of so many every day.

Share recognizes that our employees are the foundation for our organization as well as our heart and soul. Share has a generous and robust benefit package including 4 weeks of PTO, paid sick leave, a wellness program, a matched 401 K and health, dental and life insurance. We encourage a culture of supportive compassion for our participants, co-workers, and volunteers.

**Share's Mission:**

Share believes every person counts. Together we pursue a stronger community by building relationships, advocating for equitable access to housing and food stability while empowering every individual to grow and thrive.

**DEI Statement:**

Share wants to be part of a community that brings about change. We are committed to actively working to dismantle racist systems, focusing on sustainable solutions to structural racism, police violence, and inequitable economic, health care, and education systems. It requires all institutions, including ours, to ask what more we can and should do to live our commitments to diversity, equity, and inclusion – and we must be brave enough to make changes.

**Job Description**

This position functions as a collaborative partner on the Affordable Housing and Stability team and includes daily support to case management team, reporting directly to their program director to support case managers in addressing client needs of – serving people who are low income and disabled who have experienced homelessness. In addition to the below duties, responsibilities, and physical/sensory requirements, the successful candidate in this position demonstrates experience initiating and sustaining a high level of accountability resulting in positive outcomes and is mission focused.

**Duties/Responsibilities:**

- Leads on-boarding for each team member under their purview on the mechanics of the job. Forms, where to access information, day-to-day tasks that must be completed,

documentation, etc. Provides on-going guidance and updates as needed on these matters.

- Conducts daily brief meetings (no more than 15 minutes) with the team to ensure responsibilities are known, resources are available, and any looming deadlines are clearly communicated.
- Provides daily support to the case management team to include, but not limited to, guidance related to service delivery and documentation, maintaining compliance with regulatory standards, appropriately managing caseloads, and coordinating scheduling.
- Ensure that the team is consistently using best practices in all case management (e.g. Motivational Interviewing, Harm Reduction, Trauma-Informed Care, etc.) Support team in working with clients with a warm positive regard.
- Provides case management expertise to include but not limited to assessments, fidelity to the service model, linking to community resources, monitoring progress, collaboration with other providers, and care coordination.
- Review Microix daily to ensure that transactions are accurate and coded correctly.
- Ensures documentation is collected and provided to program director in a timely manner for reporting and accounting purposes.
- Collaborates with the other AHAS leads to ensure landlord engagement and retention.
- Trained in HQS inspections and conducts inspections annually on units and as required.
- Collaborates with other departments and outside partners effectively ensuring team-oriented client-centered focus as well as creating a safe and secure environment for clients, staff, and visitors; provides on-call coverage as necessary; advises supervisor and others as needed, ensuring adherence to best practices.
- May carry a caseload of clients as needed.
- Fills in for case managers on the team as needed.

### **Client Supports-**

Works with case managers to identify individual client services needs through ongoing outreach, engagement, screening and assessment activities.

Supports case managers in maintaining sufficient contact with clients served to ensure engagement with client services; identifies emerging needs and promotes goal attainment.

Aids case managers in assisting clients with securing and maintaining entitlements and benefits.

Follows up with new resources as available.

### **Knowledge, Skills and Abilities:**

Must have at least 3 years of demonstrated knowledge and experience in the field of direct services to individuals with low-income, physical disabilities, behavioral health and

developmental disorders, and/or history of homelessness; establishing supportive trusting relationships with such clients, peers, and key partners, respecting rights and personal preferences.

Knowledge of homeless population and appropriate community resources, especially entitlement and housing resources

SOAR certification and experience strongly preferred. Knowledge of mental illness, substance abuse disorders, community resources, medication management, and recovery concepts

Certification in CPR and First Aid

Requires high level of organization skills, including attention to detail, planning, prioritizing, multi-tasking and meeting deadlines in a fast-paced environment.

Requires excellent communications skills including verbal, written, presentation and listening.

Must exhibit high level of accountability and good decision-making skills including the ability to analyze information, evaluate results and recommend/implement the best solutions to solve difficult problems or challenges, using good judgment when to include others/supervisors as needed.

Must exhibit proven success working with change management and culture shifts, exhibiting day-to-day flexibility in handling multiple priorities and organization initiatives, maintaining accountability for achieving improved performance metrics ongoing while exhibiting a positive attitude even when challenging.

Must demonstrate proven ability to collaborate effectively with volunteers, all levels of staff and key stakeholders throughout the organization, community and partner organizations.

Must possess excellent computer skills including use of Microsoft Office

Must be comfortable with development of self and others; effectively collaborating among interdisciplinary teams.

Must possess a high level of professionalism and have proven experience successfully demonstrating the ability to maintain strict confidentiality as well as maintain a positive, collaborative, and supportive attitude.

Valid VA Driver's license

Must have access to a personal vehicle available for use in performing job functions.

Other duties as assigned.

Physical and Sensory Requirements: Mobility, walking, climbing, sitting, standing, reaching, bending, lifting (minimum of 10 lbs), fine hand coordination, ability to read, write, listen and speak clearly, the ability to understand and follow written and oral instructions and directions,

ability to drive a vehicle and travel, and ability to remain calm under pressure. Must be able to sit and/or stand for extended periods of time. Must be able to use computer, cell phone, monitor, mouse, and keyboard extensively.