

STOP Inc.
JOB ANNOUNCEMENT

POSTED DATE: 12/12/2016
IMMEDIATE OPENING (open until filled)

Title: Housing Counseling Support Specialist
Supervisor: Administrator, Housing Counseling Support
Department: Homeless Intervention and Support
Hours: 29 hours per week
Salary: \$14.00 per hour

Basic Function: The primary role of this individual is to provide non-counseling support to the housing counseling program as it pertains to intake and enrollment for services.

BASIC DUTIES AND RESPONSIBILITIES

- Manage initial incoming requests for housing counseling services
- Gather and collect household demographics and need(s) to conduct pre-screening activities for applicable program(s) eligibility determination
- Assist with connection to community resources as applicable
- Prioritize and/or schedule appointments and attendees for workshops
- Provide intake package and other program information to person(s) seeking services
- Provide Assistance with completion of intake package as necessary
- Place outbound calls as necessary
- Update client management system as necessary
- Manage client data and files
- Participate in regular held outreach events as necessary
- Provide data support and maintenance of spreadsheets for the housing counseling program
- Assist with completion of follow-up activities and survey of services that evaluate programmatic performance from past participants
- Assist with Housing Counseling/Crisis Intervention functions as deemed necessary

QUALIFICATIONS

- Must have a HS diploma/GED equivalent and 2-4 years of professional experience in Administrative/Human Relations field
- Must be proficient in Microsoft Office Suite (strong emphasis on Excel)
- Must have: a valid Virginia Driver's License, own reliable transportation, the ability to travel, submit to and pass a pre-employment drug screening and an in-depth background check.
- Must be flexible in work hours
- Must be detail-oriented and able to multi-task productively
- Must be a quick learner and a highly energetic team player
- Recommendation: Have familiarity with community resources in the service delivery area(s)
- Must be able to follow written and oral instructions and procedures
- Must have a passion for working with people and able to fulfill the Agency's mission
- Recommended that the individual has a working knowledge about mortgage/foreclosure process for intake purposes.

Applications may be obtained from the receptionist desk at the STOP Inc., located at 2551 Alameda Avenue, Norfolk, Virginia 23513. Applications, with attached resume and references, must be submitted to STOP's main office in a sealed envelope, with "Application for _____ HC _____," printed on the front, by no later than 5:00 p.m on the closing date.