



Job Title:	Intake and Placement Specialist
Department:	Community Housing
Reports To:	Intake and Placement Manager
Date Created/Revised:	4/05/2021
Starting Salary:	\$40,000
Position Type:	Full Time, Exempt

Position Summary

This position is responsible providing housing intake and placement services for multiple Rapid Rehousing and Permanent Supportive Housing projects including but not limited to the Youth Homelessness Demonstration Project, and the Pay for Success project. Intake and Placement Specialists will meet with clients who have been enrolled in Rapid Rehousing or Permanent Supportive Housing programs and their case managers to provide and facilitate access to permanent housing opportunities. This position is grant funded on an annual basis with grant renewal not guaranteed.

Essential Functions

- Generate, summarize and assess tenant screening checks
- Work in partnership with case management staff and program participants to identify housing placement options based on individual housing preferences and barriers
- Collaborate with Community Housing Specialists to facilitate permanent housing placements
- Facilitate unit application process to quickly connect program participants with available housing opportunities
- Complete unit inspections based on program requirements
- As needed, coordinate follow up with case management staff regarding housing stability issues
- In collaboration with Community Housing Specialists, assist with unit transfers for program participants
- Lead transfer processes in instances where a participant requires VAWA protections
- Record all activity in HMIS in a timely manner
- Manage shared housing inbox and provide responses to all inquiries within 24 hours
- Lead and attend community meetings and provide updates on current staffing lists
- Be up to date on current federal and local housing guidance; specifically, as it relates to tenant rights and protections

Work Environment

This job can operate in a professional office environment or from at home, depending on the organizations needs and relevant public health guidelines. Employees are required to use their personal cell phones for business purposes and will be provided a work laptop that can be used at home.

Physical Demands

This is a somewhat sedentary role, however some activity will be conducted in the community dependent on where intakes are scheduled; this could include performing activities in other offices, in libraries, or other community based settings. This position also requires the ability to lift files, file boxes, furniture, open filing cabinets and bending or standing on a stool as necessary. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

Position Type and Expected Hours of Works

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Travel

Interventions and services can be both office and community based and may require use of personal vehicle.

Required Education and Experience

- High school diploma or equivalent
- 1-2 years' experience working directly with individuals experiencing homelessness
- Experience submitting timely documentation of duties completed

Preferred Education and Experience

- Bachelor's degree in social services field
- Working knowledge of Texas Apartment Association and Texas Association of Realtors forms and practices
- Working knowledge of barriers to housing
- Lived experience of homelessness

Additional Eligibility Qualifications

- Engages in ethical conduct
- Understands Housing First
- Upholds Person Centered framework
- Performs work in a thorough and efficient manner
- Ability to analyze, develop, and implement solutions to problems
- Excellent interpersonal and communication skills
- Ability to work independently and collaboratively with all levels
- Detail-oriented with good organizational skills and the ability to set priorities to meet deadlines on schedule
- Ability to work from home
- Understands and can operate computer applications for attending/creating virtual meetings

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

ECHO Core Mission Values

Ideal candidate will share ECHO's core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or

age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

To Apply:

Interested candidates please submit a resume and cover letter to Allison Jackson, Intake and Placement Manager, at allisonjackson@austinecho.org. Position will remain open until filled.