

GRANDMA'S HOUSE OF HOPE

Housing Support Specialist



Job Title: Housing Support Specialist (2 openings)

Reports To: Housing Program Manager

Status: Full-time

Supervises: N/A

Salary Range: \$21-\$23 per hour

Schedule: Sunday - Thursday, 9:00 am - 5:30 pm

Organization: Grandma's House of Hope (GHH) empowers the invisible populations of Orange County by serving those who truly slip between the cracks of other programs. Founded in 2004, GHH fills gaps in basic needs by providing wrap-around shelter services to Orange County's most vulnerable, underserved and socio-economically disadvantaged women and men. Our welcoming homes nurture hope, our case managers promote growth, our counseling partners facilitate healing, and our housing navigators guide our participants toward stability. Our goal is for our participants to graduate to permanent housing as stronger, more confident, and autonomous individuals through these holistic resources. In our work, we value love and compassion, respect and acceptance, and honesty and integrity. Every day we work toward the realization of our vision: a thriving, supportive community full of caring and productive individuals where everyone has a safe place to call home. For more information on GHH, please visit our website at www.grandmashouseofhope.org.

Position: The Support Specialist is primarily responsible for supporting the participants in our Housing Program with their daily activities and ensuring they are provided the proper safe environment and structure needed for successful achievement of their individualized goals. This typically includes but is not limited to the attainment and maintenance of sobriety, sustainable income, physical and mental health stability and successful transition to transitional or permanent housing. The Housing Service Coordinator works with the Case Manager, Overnight Live in Manager, and Housing Program Manager to provide the full services and care that each participant needs to become self-sufficient and have a flourishing future. Please note, since key duties include providing onsite assistance and coverage, this position is not eligible for remote work.

Qualifications

Education and Experience

- High School Diploma / GED required
- Associate's Degree strongly preferred; extensive experience may be considered in lieu of degree
- CPR/First Aid Training required
- Experience supporting individuals affected by homelessness and/or substance use disorders, chronic health and mental health challenges and other traumatic experiences such as domestic violence and human trafficking strongly preferred
- Experience or knowledge of client data record systems preferred

Other Skills

- Professional communication skills (verbal and written).
- Exceptional time management, organizational, planning, and coordination skills.
- Intermediate computer skills
- Excellent interpersonal skills and ability to build rapport quickly with others

- Proven team oriented skills and experience
- Bilingual preferred

Responsibilities

- Responsible for supporting participants with daily medication management through observing medication box refills, observing medication use, and documenting appropriately in the medication master log
- Responsible for monitoring daily activities to support the safety of the home and the well-being of participants through daily attentive care, behavioral modifications, conflict resolution and crisis management as needed
- Consult with the Housing Program Manager in the event of crisis situations and emergencies
- Supervise and support participants with following their program agreements including their daily chores, productive hours, house meeting attendance, progress sheets, and other program policies
- Complete weekly personal inventory checks of participant belongings, refrigerator, and pantry space
- Complete monthly inventory of on site pantry and household supplies
- Complete scheduled and spontaneous room searches for banned items
- Conduct scheduled and spontaneous drug tests to support participants with their sobriety
- Lead one monthly life skills workshop for participants to help build self-sufficiency
- Purchase meal ingredients and assist participants with meal preparation
- Record services through the Homeless Management Information System
- Complete a daily report and send to staff as directed by the Housing Program Manager
- Coordinate transportation as needed for participants to events, appointments, and move out transitions.
- Assist Intake Coordinator and Case Manager with intake and exits to support participant transitions.
- Attend weekly house meetings, staff meetings, events, workshops, and training opportunities.
- Maintain strictest confidentiality on participants' identities, backgrounds, circumstances, program performance, mental and physical health diagnoses, and medications at all times except with parties with whom we have a signed and current release of information
- Other duties as assigned by the Housing Program Manager

Physical Demands:

In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. S/he will be required to drive an automobile or use public transportation to attend meetings within the community. S/he is expected to lift and carry office records and supplies up to 40 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

Requires some travel throughout north Orange County therefore this position must have reliable transportation, a valid California Driver's License, and ongoing, active automobile insurance that complies with state requirements. If applicants use public transportation, they should consult with Human Resources regarding applicable requirements.

Work Environment

The noise level in the work environment is usually moderate and fast paced. While performing the duties of this position, the employee is occasionally exposed to outside weather conditions when driving to and from

meetings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Benefits

GHH has a generous benefits package, including 13 paid Holidays Time off for Crime Victims, CalChoice Healthcare Plan and Concordia Dental Plan. Retirement Savings Program, Supplemental Disability, Accident, Life insurances are available. Hybrid work schedules may be considered.

Grandma's House Of Hope Is An Equal Opportunity Employer

GHH actively works to foster a diverse and inclusive environment for our staff, volunteers, and participants. GHH recognizes the importance of employing people who reflect the diverse backgrounds and life experiences of our participants in order to create a welcoming program. GHH's staff reflects that commitment, allowing us to relate to our participants linguistically and culturally. We believe that these lived experiences among our staff allow us to relate at a deeper, more authentic level with our participants.

We celebrate our inclusive work environment and encourage folks of all backgrounds and perspectives to apply. We are committed to having an inclusive and transparent environment where every voice is heard and acknowledged. We strongly encourage applications from women, people of color, LGBTQIA and other marginalized communities. GHH is committed to a barrier-free recruitment process and work environment. Please reach out to info@grandmashouseofhope.org or 714.558.8600 if any accommodations are needed.