



Job Description

Job Title: Rental Assistance Specialist

Department: Stabilization

Union Affiliation: OPEIU
(Associated dues will apply)

Supervisor: Homelessness Prevention Manager

FTE: 1.0

Status: Non-Exempt

Salary Grade: 205

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary: The Rental Assistance Specialist is responsible for processing eligible applicants for emergency rental assistance. This includes screening potential candidates, determining eligibility, and coordinating assistance payments. The Specialist accepts referrals from King County's Youth and Family Homeless Prevention Initiative (YFHPI). Program eligibility is based on guidelines provided by King County. This position collects information and documentation from tenants and landlords pertaining to the client's need. Reviews information for completeness and eligibility, maintain electronic files on Solid Ground's SharePoint system, complete data entry in King County's Homelessness Management Information System (HMIS), coordinate funding disbursement with finance, and ensures data entry and files are complete and all communication and attempts at communication are documented.

Essential Responsibilities, Duties & Tasks:

- 30% Screen potential YFHPI program participants for eligibility, determine if households meet basic household composition eligibility requirements and are at imminent risk of homelessness. There are two components to the screening tool. A Risk Assessment which generates a vulnerability score, and an aggregate assessment with additional questions that further help determine the need for case management services or one-time rental assistance. Both components of the assessment must be completed to determine eligibility. For households that have a qualifying score on risk assessment, assess their overall stability, barriers, and strengths to determine if the household is eligible for the Rental Assistance program or if they need the long-term support of the Case Management program. Refer household to Case Management as applicable. Track status and progress of all households in YFHPI Tracking spreadsheet on Solid Ground's SharePoint. Enter client information in HMIS.
- 30% For households identified for Rental Assistance, complete the Rental Assistance application and HMIS enrollment. Work with the household to collect required documents including lease and ledger and assist them complete required forms. Explain parameters of allowable payments and allowable alternative processes. Ensure tenants make any required payments before YFHPI rental assistance can be processed. Problem solve with tenants to identify solutions to barriers for documentation requirements. Ensure participant files meet quality assurance standards. Send letters of approval to clients.
- 20% Communicate with landlords to explain program policies, processes, and required forms. Collect required forms from landlords and verify they have been completed to the standards required by Finance. Complete check requests and submit to supervisor with all required documentation, including approval letter addressed to landlord.
- 10% Complete required data entry in applicable systems in a timely manner. Review to ensure complete and accurate information is included. Maintain regular, clear communication with case managers at YFHPI agencies, King County staff, and supervisors to ensure a seamless process. Collaborate with community partners and other stakeholders to inform people about the program and to route potential participants to the screening process.
- 10% Participate in program, team, department and agency meetings and relevant trainings as required, including agency anti-racism efforts. Represent Solid Ground and participate in in-person monthly YFHPI meetings and weekly virtual YFHPI meetings as required by King County and any other meetings as necessary.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education & Experience:

Requires the following:

- a. Two years of case management or other direct service experience in a social service or community service setting.
- b. AA Degree. One year's additional relevant experience can be in lieu of degree.

Minimum Qualifications:

- Experience and comfortability with asking personal questions of program applicants with excellent critical thinking skills and using received information to determine eligibility for programs or services based on set standards and guidelines.
- * Proficient in Microsoft 365, Outlook, Microsoft Word, Excel, Teams, SharePoint, and demonstrated knowledge of computer software and ability to utilize technology to work offsite.
- Experience using HMIS or other client database systems
- Detail oriented, ability to track and reconcile payment information with accuracy.
- Experience with data entry, monitoring and maintaining data quality.
- Demonstrated excellent organizational skills, including record keeping and ability to maintain timely and accurate files and up to date data entry.
- Proven ability to work with social service program participants with a trauma informed approach, and a high level of follow-through skills with participants and peers required.
- Ability to deescalate tense conversations with landlords and program participants to arrive at a shared understanding of the process to receive assistance and limitations of that assistance.
- Demonstrated flexibility with changing requirements and processes, and ability to seek guidance and clarification when necessary.
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.
- Understanding and commitment to continued self-exploration of anti-racism initiatives and implicit bias
- Ability to communicate verbally and in written form to landlords, tenants, coworkers, and work with interpreters comfortably and effectively.

Preferred Qualifications:

- * Bilingual

Anti-Racism Initiative (ARI) Expectations:

- Foster discussion and learning to better understand and dismantle institutional racism
- Follow agency-wide efforts to include anti-racism principles and cultural competency

Physical Demands/Working Conditions: The person in this position will need to attend in person meetings and trainings as required by the program and King County. Other duties may be considered toward a hybrid working schedule based on program needs. Position requires employees to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed.

Hours and Compensation: This is a regular 40-hour/week, non-exempt union position starting at **\$25.85 per hour plus benefits**. Hourly range \$25.85 - \$34.11. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts. Solid Ground employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate based on gender, age, race and color, religion, marital status, national origin, disability or veteran status.