



## Job Opening at Solid Ground

**Job Title:** JourneyHome Housing Resource Specialist

**Supervisor:** JourneyHome Manager

**Union Affiliation:** OPEIU  
(Associated dues will apply)

**Department:** Stabilization Services

**Status:** Non-Exempt

**FTE:** 1.00

**Salary Range:** 25

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Solid Ground envisions a community beyond poverty and oppression where all people have equitable opportunity to thrive. We are committed to working with compassion, integrity, accountability, respect, collaboration and an anti-oppression approach to end homelessness, hunger, inequality and other barriers to social justice. We value collaboration and leadership from the communities we serve. 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 JourneyHome Housing Resource Specialist works as part of a team with Case Managers and other staff to help families experiencing homelessness in King County to obtain permanent housing. Emphasis is on building relationships and partnerships with area landlords, advocating for the JourneyHome Rapid Re-Housing program to property managers and private landlords, and acting as a liaison for landlords and local housing authorities to resolve concerns with prospective or actual tenancy. The majority of time is spent connecting over the phone, email, and in person with housing providers and landlords with some participant interaction for households with extensive housing barriers. The Housing Resource Specialist will also be responsible for maintaining a Landlord Database to track landlord outreach, partnerships, and housing placements.

### **Essential Responsibilities, Duties & Tasks:**

45% Identify housing options and negotiate tenancy for program participants with landlords/property managers. Meet regularly with Case Managers and occasionally with high-priority families to match families' needs and preferences with potential housing units. Partner with case managers to develop individualized housing plans and timelines for JourneyHome participants. Partner with case managers to assist in navigating the housing system, including filling out applications for housing and holding deposits. Negotiate with creditors of past rental housing debt, on behalf of participants, to lower the amount due or

set up a payment plan. Conduct housing safety inspections. Negotiate with landlords and secure move-in. Collaborate with team to identify participants to refer to Wellspring Housing Locator. Travel throughout King County and outlying areas to meet with landlords and occasionally with participants in order to secure permanent housing for JourneyHome participants. Maintain on-going communication, before, during and after participants move into housing, with housing providers, landlords, and housing authorities as necessary. Receive and respond to landlord concerns regarding housed participants. If a resolution cannot be immediately reached, quickly route concerns to appropriately parties.

- 30% Conduct outreach and create partnerships with For-Profit and Non-Profit landlords/property managers in the King County Region to build a solid base of properties that are willing to work with our families. Collaborate with housing locators/specialists from other agencies to coordinate outreach to landlords. Regularly review listings for apartments and unit openings from websites and referrals from other participating landlords, local renters associations, working groups, and property management companies. Develop relationships with established landlord groups such as Rental Housing Association of Washington. Maintain relationships with partner or prospective landlords with an emphasis on identifying housing opportunities for JourneyHome participants. Attend landlord and community meetings to recruit potential landlords and build partner relationships. Lead the JourneyHome team's planning and implementation landlord appreciation efforts and events. Monitor landlord-tenant interactions for evidence of discrimination or unfair treatment
- 20% Maintain accurate and confidential participant case records and electronic files in the program database. Maintain accurate and timely statistics and documentation necessary for program administration and funding requirements in conjunction with federal and state contractor guidelines. Maintain and regularly update landlord database with new partners, contact information, policies, current openings, and housing placements. Create promotional materials or handouts in partnership with Communications team to market the program to prospective landlords.
- 5% Participate in program, Department and agency meetings and relevant training as required, as well as inter-agency groups (including All Home and Wellspring) that provide assistance and advocacy to homeless families.

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 one of the following:*

- a) Three years of housing-focused experience, including a combination of experience in property management, housing management, and/or real estate and direct social service experience to vulnerable populations.
- b) Bachelor's Degree in public or business administration or other related field and one year of direct social service experience, including experience facilitating housing placement for families experiencing homelessness.
- c) Any combination of experience and education and measurable performance which

demonstrates the capability to perform the duties of the position.

**Minimum Qualifications:**

- Experience or willingness to work with persons who may experience a variety of social issues such as homelessness, trauma, domestic violence and substance abuse
- Demonstrated ability to maintain effective relationships with a variety of individuals, including
- participants, landlords, case managers and the general public
- Excellent organizational and record keeping skills, including the ability to maintain accurate and confidential files in adherence to HUD and other government contractor requirements.
- Knowledge of housing resources, Section 8 guidelines, the Landlord/ Tenant Law, and social services in King County, and the ability to communicate technical housing related rules to families renting homes
- Excellent communication skills, both oral and written
- Demonstrated skills in flexibility and adaptability
- Ability to handle multiple tasks under stressful situations
- Self-motivated with an ability to problem-solve and prioritize
- Ability to work individually in a self-directed manner and as part of a team in group projects
- Access to reliable vehicle, valid driver's license, vehicle insurance that meets Washington State's minimum guidelines and the ability and willingness to utilize car to travel throughout the King County region on a daily basis
- Proficient knowledge of computer software (Microsoft Word, Outlook, and Excel)
- 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
- Ability and willingness to occasionally work evenings and weekends to respond to landlord and participant needs as needed

**Desired Qualifications:**

- Bilingual or full professional proficiency in a language other than English
- Experience working in a program that provides housing search assistance/financial subsidies to families who are homeless or who are low income; particularly working with landlords/property managers and public housing authorities
- Experience with property management or real estate
- Experience entering data in to HMIS and/or other data base systems

**Physical Demands/Working Conditions:** This position works in an office setting, performing general office duties 50% of the time and 50% in the field meeting with landlords and driving. Position requires the employee to lift/carry 5-10 pounds occasionally and push/pull 5-10 pounds seldom, 1-5 pounds frequently. General office duties include computer typing, filing, and copying. The position has the ability to sit/stand as needed, frequent driving/sitting. Stairs and walking required when meeting participants and landlords in unknown areas. Must be able to use personal vehicle for frequent driving.

**Hours & Compensation:** This is a full time union position paying \$21.30 plus benefits. 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.

**To Apply:** Applicants must complete the Solid Ground application form specific to this position. To find an application online, go to <https://www.solid-ground.org/get-involved/careers/> then click on the Job Title for this position and complete the application. You may also leave a message on our job line at 206.694.6840 requesting a specific job application, or you may apply in person at 1501 North 45th

Street in Seattle's Wallingford neighborhood.

**Closing Date:** Open until filled

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