

**Crisis Center for South Suburbia  
Position Description**

**Job Title:** Transitional Housing Specialist  
**Program:** Client Services  
**Reports to:** Director of Community Services  
**Schedule:** M-F mostly daytime, available evenings to meet client needs  
**Classification:** Full-Time, Non-Exempt  
**Grade:** 4  
**Holiday Schedule:** General  
**WFH Status:** PE

**SUMMARY:** Coordinate and assure continuity of services necessary for a client's success in the Transitional Housing Program through case management and counseling. Provide assessment, monitoring, planning, linkage and advocacy for the most appropriate services for clients enrolled. Effectively maintain and manage assigned caseload contingent on needs, strengths, and abilities of the client served. Adheres to all agency and grant requirements.

**JOB SPECIFIC DUTIES AND RESPONSIBILITIES:**

**Client Services:**

1. Provide long term services for clients through weekly case management and counseling sessions.
2. Implement effective, realistic, and individualized service plans; monitor client's progress towards identified goals; complete client evaluations.
3. Assist clients in life skills (budgeting, nutrition, opening bank accounts, etc.); assist clients with obtaining employment and increased income; transportation; facilitate clients with daycare/school registration; develop plans for permanent housing.
4. Provide accurate and consistent referral services; maintain knowledge of community and social service resources; provide advocacy as needed.
5. Oversee initial startup and continued maintenance needs of apartments; communicate with landlord re: lease, repairs, tenants, keys, etc.; maintain inventory of items used and needed by the Transitional Housing Program; clean, setup and stock apartments; coordinate clients moving into apartments.
6. Co-facilitate weekly residential housing group; assist residential clients with the transitional housing intake process.
7. Collaborate with CCSS program staff to obtain referrals for the TH program.
8. Complete housing assessments and intakes with all new TH clients.
9. Complete all client rent calculations and appropriate documentation for all assigned TH clients.
10. Work with clients to determine how long they will need housing in the TH program and on a mutually agreed upon exit date.
11. Assist clients with permanent housing search prior to exit from the TH program.

**Program Specific Duties:**

1. Attend all mandatory training as required by applicable grants.
2. Know and follow any and all grant requirements for the program including reporting, program goals, timelines, working with MOU partners.

**General and Administrative:**

1. Responsible for accurate and complete documentation of transitional client services and submission of paperwork within the agency’s time frame.
2. Maintain client files and ensure their completion in accordance with internal and external auditing processes.
3. Participate in client staffings, Victim Services department meetings, supervision with the Transitional Housing Manager and other meetings and trainings as requested.
4. Successfully complete 40 hours of ILCADV domestic violence training; remain current in the field of domestic violence by attending in-services, workshops, etc. relevant to the field.
5. Follow all CCSS policies and procedures for client safety, confidentiality and services; work consistently and responsibly with staff, volunteers and interns; maintain appropriate boundaries with clients.
6. Assist Director of Community Services in completion of Quarterly and Semi-Annual funder reports.
7. Other duties as assigned by the Director of Community Services.

**KEY PERFORMANCE INDICATORS**

KPI	EVIDENCE
Establish relationships with and provide trauma-informed services to all assigned TH clients.	Supervisory observation of client interactions.
Meet with all assigned clients weekly for case management.	Review of contact documentation in files.
Implement individualized service plans using SMART (Specific, Measurable, Achievable, Realistic and Timely) goals within 1 week of client moving into TH.	Review of individualized service plan in files.
Review progress and/or update individualized service plan every 90 days.	Review of documentation in files.
Complete all service documentation and turn in to data entry on a weekly basis.	Review of contact documentation turned into data entry weekly.
Complete all housing assessments and intake paperwork for incoming TH clients.	Review of all clients’ intake paperwork.
Ensure client files are in compliance with CCSS and funder guidelines.	Review of PQI outcomes, independent file reviews and supervisor observation.

**POSITION REQUIREMENTS**

<b><u>Education/Certification</u></b>	<b>Required</b>	<b>Preferred</b>
BSW or BA in counseling, social work, or related	X	
40 Hour Trained	X	
Valid Driver’s License	X	
<b><u>Experience</u></b>	<b>Required</b>	<b>Preferred</b>
1-5 years’ experience working with families in crisis	X	
Experience working with DV victims		X
Experience in a residential setting/group home		X

Strong project management and personal workflow skills	X	
Proficient in Microsoft office (Excel, Word, PowerPoint)	X	

**ESSENTIAL JOB FUNCTIONS**

This table directly refers to the frequency of which your job requires you to do on a daily basis. Note: These duties are site specific.

Office Equipment	Rarely (R)	Occasionally (O)	Frequently (F)
Telephone			X
Computer			X
Fax Machine			X
Copier			X

Working Conditions	Rarely (R)	Occasionally (O)	Frequently (F)
Indoor			X
Outdoor		X	
Loud Noises	X		
Fumes	X		

Physical Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Standing			X
Sitting			X
Lifting (Max 40 pounds)			X
Carrying			X
Walking		X	
Driving			X

Mental Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Problem Solving			X
Make Decisions			X
Supervise	X		
Interpret Data			X
Organize			X
Read/Write			X

I have read and accept the physical and mental demands of my job and I am aware these demands are subject to change with or without notice.

\_\_\_\_\_  
Employee Signature Date

\_\_\_\_\_  
Program Director Signature Date

\_\_\_\_\_  
Director of Human Resource Signature Date