



**Position:** Housing Opportunities Program for Equity (HOPE) Housing Specialist

**Program:** HOPE

**Supervised By:** HOPE Direct Services Supervisor

**Salary:** \$45,000+

**Purpose:**

The Housing Opportunities Program for Equity (HOPE) Housing Specialist is a part of the HOPE team, under the direct supervision of the program's Direct Services Supervisor. The Housing Specialist will spearhead our new Utilities Stabilization Project. The Utilities Stabilization Project is a housing stability initiative designed to keep families housed through utilities stabilization and support. Through this project, we will help ensure housing stability for up to 1,000 low-income Delaware County families through our utility stabilization support. Specifically, we will work with families to enroll in PECO's Customer Assistance Program (CAP), which provides a monthly utilities credit for families to make utilities affordable based on household income and energy use. We will also cure arrears or outstanding service or termination fees, and provide curated education on maximizing utility savings/benefits, financial budgeting information, and tenant rights.

**Qualifications:**

- High School diploma required with more than five years of experience; Bachelor's Degree preferred.
- Experience with and knowledge of utility assistance programs is a plus.
- Experience working with and delivering case management services to vulnerable populations.
- Experience in Housing and Supportive Housing Services is a plus.
- Experience collaborating with other social service agencies and housing programs is a plus.
- Experience in Maternal and Child Health issues is a plus.
- Experience in crisis intervention and conflict resolution is a plus.
- Strong interpersonal communication and organizational skills required.
- CPR certification required.
- Child abuse clearances as mandated by PA Act 33 required.
- Valid driver's license required.
- Must be able to work a flexible schedule, including some evenings and weekends.

## **Experience/Skills:**

- Demonstrated ability to work independently and as part of a team.
- Experience in housing and supportive services and working with diverse populations, communities, and organizations.
- Advanced computer, typing, and data entry skills with the ability to use Microsoft Office Suite.
- Proven ability to work in a diverse and stressful environment with families that present multiple barriers.
- Excellent written and verbal communication skills are a must.
- A high level of communication skills both written and oral, with external stakeholders (landlords, utility companies, etc.).
- Ability to establish good working relations with other professionals both internally and in the community.

## **Responsibilities:**

- Recruit organizational partners for the Utilities Stabilization Project.
- Enroll eligible families in the utility assistance programs and provide pertinent information and education.
- Attend supervision with the HOPE Director and/or Direct Services Supervisor.
- Attend and participate in the TFDC Women's and Children's Services monthly departmental staff meeting.
- Adheres to all The Foundation for Delaware County and departmental policies and procedures.
- Maintains confidentiality of client, employee, and other confidential information covered by regulations and professional ethics.
- Maintains constructive relationships with internal and external customers.
- Participates in outreach and recruitment strategies to identify potential program participants.
- Documents and tracks all relevant information in the data application.
- Responsible for the completion of all screenings and assessments.
- Assist with the completion of grant reports as needed.
- Other duties as assigned.

## **Physical Requirements:**

- Able to sit and drive for lengthy periods of time to visit clients
- Able to carry and move supplies for visits up to 25lbs.
- Will require fine motor skills for typing and writing notes and data entry

## **Cover Letter:**

- In addition to explaining your interest in the position, please answer the following question: ***Why is it important to have affordable housing?***

*The Foundation for Delaware County TFDC is an Equal Opportunity Employer with a culture of high performance and continuous improvement that values learning and a commitment to quality. We use a supportive and collaborative approach in both our internal operations and throughout our work with the community partners in Delaware County. **All employees are required to have received the first COVID-19 vaccinations, including the COVID-19 booster by the first day of employment.***

**Interested applicants should send a resume and cover letter to:**

**[HumanResources@delcofoundation.org](mailto:HumanResources@delcofoundation.org)**