



# Homeless Services Network of Central Florida (HSN)

## Position Description

**Position:** CoC Supportive Housing Advisor

Department: Continuum of Care  
Supervised By: Deputy Director for Continuum of Care  
Supervises: None  
FLSA Status: Exempt/Regular/Full-time  
Effective Date: September 1<sup>st</sup> 2019  
Salary Range: \$45,000-\$55,000

### **Position Summary**

---

Homeless Services Network (HSN) of Central Florida is committed to the vision of “Everyone making their way home.” HSN’s mission is leading the Central Florida’s community-wide effort to end homelessness through collaboration, strategy, capacity building and effective stewardship of knowledge and resources. HSN will accomplish this mission by Delivering excellence in system improvement; ensuring effective resource management; giving trustworthy expertise; while always honoring people. The CoC Supportive Housing Advisor is responsible for providing training and clinical coaching to Rapid ReHousing (RRH) and Permanent Supportive Housing (PSH) program/case managers as well as ensuring development of CoC program standards, policies and procedures that support superior client services for implementation of high quality RRH and PSH programs. They will support case managers from CoC funded agencies to operationalize motivational interviewing, trauma-informed care, harm reduction, and housing first techniques in housing stability case management services by engaging the case managers in case conferencing, training, supervised field visits and one on one coaching with case management staff and their supervisors. They will participate in development and revisions of CoC standards, policies and procedures to ensure all standards and policies are informed by best practice for housing first projects.

### **Skills and Abilities**

---

Excellent Housing First clinical and training/coaching skills, especially related to motivational interview, trauma-informed care and harm reduction. Ability to work with minimal supervision and exercise good judgement; strong verbal and written communication skills; time management, conflict resolution, critical thinking and problem-solving skills; ability to handle multiple tasks and manage competing demands; standard office computing skills.

### **Essential Duties and Responsibilities**

---

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

1. Provide and/or coordinate training on key housing-first skills including motivational interviewing, trauma informed care, and harm reduction.
2. Support case managers and their supervisors/project managers in developing the skills needed to effectively implement housing first.
  - a. Facilitate case conferencing with multi-disciplinary teams
  - b. Provide one on one coaching to case managers, with or without their supervisor's involvement
    - i. Field based while observing direct client interaction
    - ii. Office based
3. Serve as a mediator between case managers from different agencies when conflicts arise.
4. Complete Homeless Management Information Systems (HMIS) training and demonstrate competency with all client data management tools available to the HL Teams, databases, HMIS, contracts, invoicing, check requests, etc.
5. Perform duties of a liaison between the various housing authorities, landlords/property managers and partner agencies when assisting tenants through subsidized housing options.
6. Maintain familiarity with and assist with coordination of trainings on housing-related topics, including fair housing, tenant rights and responsibilities, housing discrimination, communication with landlords and other topics intended to address housing barriers.
7. Communicate with partner agencies and the Coordinated Entry System to assist clients to explore alternative housing options and overcome barriers to housing.
8. Employ a teamwork approach and display a positive attitude toward fellow associates.
9. Practice effective time-management and communications skills.
10. Perform other duties as assigned.

## **Education and Experience**

---

- Experience working with a team to overcome obstacles and achieve excellent results
- A minimum of six (6) years of prior experience in program/case management experience serving persons experiencing homelessness. A Masters degree may substitute for two (2) years of experience.

## **Qualifications and Requirements**

---

- Demonstrated passion about HSN's mission with the ability to promote and communicate HSN's philosophy, mission and values to external and internal stakeholders.
- Knowledge of and experience with leasing activity and landlord/tenant rights and responsibilities.
- Knowledge of and experience in working with HMIS and other spreadsheets and databases.
- Proficient in MS Office (Word, PowerPoint and Excel) and computer usage to include email, internet and presentations.
- Experience with providing services to the homeless population preferred.

## **Certificates, Licenses, Registrations**

---

- Hold a valid driver license in accordance with HSN's Motor Vehicle Policy
- Ability to use one's personal vehicle for daily duties with reimbursement.

## **Physical Demands**

---

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

## **Work Environment**

---

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team as well as interface with clients, agencies and funders. The employee will spend significant portions of time in an office setting with some field work. The employee will likely encounter and be expected to address challenges associated with clients' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing.

## **Conditions of Employment**

---

- Provision of satisfactory references and completion of background investigation check
- Completion of a pre-employment drug screening as well as post-employment drug or alcohol tests upon reasonable suspicion of use
- Demonstrated computer literacy, which may be assessed through pre-employment testing.
- Completion of HSN new employee orientation and ALL required paperwork prior to reporting to work
- Compliance with all HSN Policies and Procedures.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job. Veterans and formerly homeless individuals are encouraged to apply.

---

**Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.**

---