



Housing Resource Specialist Job Description

About Us

Star House exists to lift young people out of homelessness and into a community of hope. Founded in 2006, Star House operates our nation's only 24/7/365 drop-in center for teens and young adults experiencing homelessness that offers immediate access to safety and hosts continuous best practice research for effective service. Along with the Finance Fund and Columbus Metropolitan Housing Authority, Star House operates the only housing village of its kind in Central Ohio for young people who are exiting homelessness. The organization met the unique needs of 1,160 individual young people in 2022, successfully connecting them with housing, jobs, education, health care, therapy, and a range of community resources.

Star House's mission is to do whatever it takes to support young people as they exit homelessness and thrive in a community of hope. Our vision is to replicate our evidence-based model of service for youth nationally and globally, based on the demand for our services in other communities.

We are seeking a Housing Resource Specialist who believes in our mission; embodies our values of unconditional love, doing whatever it takes as long as it takes and creating innovative solutions; and who can help us achieve our vision with development expertise.

Job Description

Title: Housing Resource Specialist	
Work Location: 1220 Corrugated Way Columbus OH 43201	
Reports To: Housing & Engagement Manager	
<input checked="" type="checkbox"/> Full-Time	<input checked="" type="checkbox"/> Exempt, Salary
Position Summary: With intrinsic passion for the mission and values of Star House, the Housing Resource Specialist reports to the Housing & Engagement Manager. The Housing Resource Specialist will play a vital role in helping young people experiencing housing instability secure stable, suitable and affordable housing. The Housing Resource Specialist will serve as a knowledgeable and empathetic resource, guiding clients through the complex housing landscape and connecting them with the resources they need.	
Responsibilities and Essential Functions: The following duties are representative of performance expectations; however, the list below is not ranked in order of importance.	

- Provide one-on-one support to transition aged youth seeking housing assistance. Assess their individual housing needs and offer guidance on available resources and programs.
- Maintain a database on all applicable resources for stable housing.
- Stay up to date on local, state and federal housing programs, policies and initiatives. Navigate clients through these programs to access financial assistance, affordable housing options and other resources as needed.
- Assist clients in completing housing-related applications, including but not limited to rental assistance, housing voucher and interim certifications, ensuring accuracy and completeness to maximize their chances of success. Assist youth in obtaining necessary documentation needed for applications.
- Maintain and build community housing partnerships by collaborating with local housing authorities, nonprofit and community organizations to expand and enhance housing resources available to clients.
- Conduct housing-related workshops and informational sessions for clients and community members to increase awareness and knowledge about housing options, rights and available resources.
- Maintain accurate and confidential client records, track progress and follow up on individual client outcomes to ensure their housing needs are met.
- Provide support and resources to clients facing housing crises or emergencies, helping them navigate through challenging situations in an empathetic manner.
- Assists with the coordination and tracking of various key performance indicators, providing report support and data analytics.
- Provide support onsite at Carol Stewart Village, Star House and other locations as needed
- Other duties as assigned by the Housing & Engagement Manager

Note: "Job performance is evaluated according to the policy provisions of Star House and the Educational Service Center of Central Ohio – Council of Governments."

Minimum Qualifications:

- 1-3 years of social work, human services or related field OR equivalent combination of education and experience
- Bachelor's degree or Master's degree preferred
- Knowledge of local housing programs, policies and resources OR the ability to quickly navigate the complex housing environment
- Trauma-Informed approach with extraordinary customer service skillset
- Understanding of fair housing laws and regulations
- Excellent communication skills – strong verbal and written skills to communicate effectively to a range of constituents
- Skilled in the use of G-Suite, including Gmail, Docs, Sheets, Forms, Slides; and Microsoft Office Suite, including Word, Excel and PowerPoint
- Excellent organizational skills and attention to details, highly responsive and organized
- Excellent time management skills with a proven ability to meet deadlines and manage competing priorities
- Ability to function with excellence in a position with fast-paced, often-changing responsibilities

- Ability to understand and provide service excellence to all team members, volunteers and partners of Star House
- Ability to organize resources and establish priorities independently
- Ability to work independently and on a team
- Ability to handle sensitive information and maintain confidentiality
- Documentation of a clear criminal record in compliance with state statute
- Complies with drug-free workplace rules and Star House and ESC-Council of Governments policies

Note: This assignment may require a valid driver's license and access/availability of a reliable vehicle.

Star House is committed to equal opportunity employment, regardless of race, color, religion, age, sex, sexual orientation, gender identity and expression, socio economic status, national origin, veteran or disability status. In order to further Star House's mission, achieve our vision and live out our values, drawing from the collective wisdom of a diverse group of individuals is essential. With diverse minds influencing our work and decisions, we can go further for the young people we serve, ensuring that our continued programming and the solutions developed along the way are influenced by the best minds.