



Neighborhood House™

Neighborhood House is a multi-service agency, providing wrap-around services for people when they need it most. Founded in 1897 by the women of Mount Zion Temple, Neighborhood House has supported families from over 50 cultural and ethnic populations in times of transition or need. With each successive wave of newcomers, the demographic makeup of our service population has changed. What has not changed is our commitment to helping families move from “survive” to “thrive.” Today, Neighborhood House helps immigrants, refugees and others find pathways out of poverty through programming in Basic Needs (six Family Centers, two food markets, and Community Health) and Lifelong Learning (Parent and Early Childhood Education, Youth Leadership, and Adult Education). All our programs and services are offered free of charge to our participants.

Our Mission

To help people gain the skills, knowledge and confidence to thrive in diverse communities

Our Vision

Hope, Opportunity and Dignity for All

Our Values

Equity and Inclusion
Learning and Reflection
Diversity and Culture
Community and Engagement
Integrity and Accountability

Why should you work at Neighborhood House? (This is what our staff says!)

Professional development opportunities	Diversity of staff, participants, and volunteers
Ability to work across programs and departments	Flexibility of time and work space
Openness to new ideas and creativity	Continual learning
Great balance of teamwork and autonomy	Collaboration across departments
Organizational reputation and heritage	Free parking and on bus lines

Position Title: Housing Trust Fund (HTF) Housing Specialist
Reports to: Program Manager-Family Center
Status: Full-Time (40 hours per week), Non-Exempt
Position Summary: Provides oversight for the day-to-day operations of the agency’s Housing Trust Fund program working with the Family Coach
Compensation: DOQ
Posting Date: 09/27/17
Closing Date: 10/15/17 or until filled

For consideration please submit your resume with letter of interest and salary requirements to: Neighborhood House, Attn: Human Resources, 179 Robie Street East, Saint Paul, MN 55107; fax 651.789.2555 or humanresources@neighb.org

Responsibilities:

- Manage the day-to-day operations of the Housing Trust Fund program across multiple locations
- Work collaboratively with other agency programs, community agencies, schools and organizations to enhance services and programs and to empower families
- In collaboration with Program Manager ensure service delivery and outcome compliance with all contracts and grants for Housing Trust Fund and HMIS database programs
- Seek participants' input to design programming that meets the programs' outcomes
- Implement and manage Housing Trust Fund, including all related files, budget workbooks, etc.
- Assist families in completing and implementing housing plan goals and resolving lease/maintenance problems
- Develop ongoing relationships with landlords and landlord associations, working with them on increasing program involvement and making their housing units available to participant families
- Provides contact with landlords in support of tenants and resolution of issues
- Provide information and technical support to landlords regarding financial assistance for housing standards improvement
- Work independently with a diverse population that has complex issues and often numerous barriers to sustaining housing
- Complete timely reports, including data entry on participants and landlords in record system, preparation of information on housing issues to staff and assistance with preparation of report to funders
- Follow program practice/procedures – including documentation and database applications – using best practice guidelines
- Establish and maintain positive, effective and professional working relationships handling confidential information appropriately and setting appropriate limits on personal and professional boundaries
- Maintain all data privacy requirements including meeting HIPAA and HMIS regulations
- Attend monthly landlord and community police meetings
- In collaboration with Basic Needs Director implement outcome-based evaluation including collection of data from database, surveys and focus groups
- Provide necessary reports, outcome measurements and program evaluation to internal and external parties as needed
- Recognize and support Neighborhood House partnerships with other service providers
- Assist Program Manager with budget and program preparation, reporting and monitoring
- Review files and ensure data collection/maintenance is in accordance with policies and data privacy standards
- Represent the agency and program through meetings and collaborations with the greater community
- Perform all work in accordance with Neighborhood House policies and procedures
- Attend and participate in departmental, agency and external meetings, trainings, committees and events as required
- Other duties as assigned

Qualifications:

- Bachelor's degree in human services, housing or related field required and/or four years of related work experience
- Minimum of 2 years of human services experience in a social service setting preferred and experience working in a community-based organization
- Must pass Certified Housing Quality Standard Inspector test, Counselor I Mortgage Foreclosure training and HMIS database training
- Knowledge of housing programs and city regulations – including housing laws, mortgage and foreclosure process, and tenant/landlord laws
- Knowledge of community development, community organizing and social services preferred
- Knowledge of St. Paul neighborhoods a plus
- Ability to work in school, home and community settings
- Strong organizational and budgeting skills
- Ability to establish priorities, work both independently and as a team, complete projects on time, balance multiple tasks, and proceed with objectives with little supervision in a rapidly changing environment
- Ability to maintain confidentiality and objectivity
- Demonstrated ability to work and communicate effectively with people of diverse ethnic, economic, racial and cultural backgrounds
- Experience in program development and program evaluation desirable
- Familiarity with community resources and services
- Excellent interpersonal, verbal and written communication skills in English
- Bilingual a plus
- Strong computer skills (including Microsoft Office, Internet and e-mail)
- Detail-oriented with strong organizational and documentation skills required
- Availability to work some evening and weekend hours as required
- Must possess a valid driver's license and a reliable means of transportation
- Must pass a criminal check background

Neighborhood House is an equal opportunity employer committed to affirmative action and a welcoming work environment for people of diverse communities.