



**BERKSHIRE
HOUSING**
CONNECTING PEOPLE TO HOME

**Housing Stabilization Mentor
Berkshire Housing Development Corporation**

Position Title:	Housing Stabilization Mentor
Last Reviewed:	February 2023
Department:	Financial Services
Position Status:	Full-time
Classification:	Non-Exempt
Reports to:	Special Programs Manager

Position Statement

This position is responsible for assisting the Special Programs Manager in the daily administration of the Financial Assistance programs which Berkshire Housing Development Corp. administers.

Essential Responsibilities

- Attend meetings, seminars and trainings as required.
- Use an established protocol of processes, reporting and record keeping.
- Maintain knowledge of the policies and guidelines for the Family Self Sufficiency Program (FSS).
- Responsible for initial contact with households interested in signing up for or already participating in the Family Self Sufficiency (FSS) and HomeBASE (HB) Programs
- Coordinate with participants to connect them to resources within Berkshire County to help them achieve their employment or education goals and to guide them to successful tenancy stabilization and/or graduation from the FSS program.
- Implementation of a comprehensive household self-sufficiency plan.
- Maintain and keep accurate electronic records in accordance with agency and funder requirements
- Ensure confidentiality of records and maintaining an electronic database with pertinent information on current and potential customers.
- Provide information to customers on all internal and external programs and make appropriate referrals when required
- Process escrow monthly using the established protocol.
- Enter current changes in both the DHCD FSS Data Tools, for escrow and contract changes.
- Provide management with needed data for required reporting

- Develop self-sufficiency plans and perform enrollment, monthly check ins, graduations, extensions, and terminations for FSS participants.
- Working knowledge of the Family Self Sufficiency Programs (FSS) including TenMAST software operation & troubleshooting.
- Case manage FSS clients and navigate them through the necessary steps toward the goals set in their Contract of Participation & ITSP.
- Able to enroll and monitor HomeBASE clients with their 12-month stabilization obligations to ensure housing stabilization
- Can perform monthly & quarterly HB check ins and ETO data entry requirements. Perform terminations when necessary.
- Assess to determine the barriers related to attaining their employment, education, and/or homeownership goals including but not limited to: adult education, legal issues, health, life skills, mental health, substance abuse, family relations, mobility, community involvement, safety, prevention skills and transportation.
- Identify resources and services as requested and/or needed to address employment or education goals such as stated above including CORI resolution, credit problems, and assistance with obtaining community resources.
- Develop partnerships and collaborations with internal and external service providers to ensure customer receives comprehensive services
- Act as a liaison to funders, partner agencies, landlords, vendors, and advocates to ensure transparency, professional, efficient, and positive messaging
- Track all participants in both programs on a monthly (HB) and a quarterly basis (at a minimum) for FSS, to ensure participants are working toward their goals and successfully navigating through their service plan.
- Ensure that HomeBASE households receive monthly check-ins and lease compliance checks; and that progress reports are completed on indicators of moving towards self-sufficiency.
- Perform quarterly income recertifications for HomeBASE households and adjust shallow subsidies accordingly.
- Ensure that all data requirements for FSS & HB Programs are fulfilled in a timely manner and all reports are submitted within indicated time frames.
- Keep individual, detailed, confidential case files on each participating household receiving FSS & HB case management services.
- Assist HCEC staff with daily intake applications and screening. Make referrals and forwarding recommendations for assistance.

Required Skills or Abilities

- Ability to work with diverse populations, the homeless and low income families
- Excellent time management, organizational and communication skills.
- Proficient with technology – ability to navigate Microsoft Word, Excel, and Outlook

Education and Experience

- High school diploma, equivalent, or life experience
- Associates Degree preferred
- Previous experience working in a social services agency or case management setting

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. Duties, responsibilities, and expectations can change anytime with or without notice.

This document does not extend an offer for permanent or continuous employment. Berkshire Housing is an at-will employer.

Team Member Name: _____

Team Member Signature: _____

Date: _____