



JOB ANNOUNCEMENT: HOUSING SPECIALIST

Posted: March 23, 2022

About Abby's House

Founded in 1976, Abby's House was one of the first shelters specifically for homeless women in the US. Our mission is "to provide shelter and affordable housing, as well as advocacy and support services, to homeless, battered and low-income women, with or without children." Abby's House currently has 79 units of affordable housing and 9 overnight shelter beds. Abby's House has a long and rich history of working with the complexities of homelessness and abuse, and provides a safe, trauma-sensitive, supportive, and welcoming environment. We help each woman to recognize her own inner strengths and abilities and to connect with the resources, information, and support to heal and reclaim her life.

Housing Specialist

The Housing Specialist is responsible for assisting the Associate Director of Housing for Women with all aspects of leasing and maintaining 79 units of supportive housing for single women and women with children who have been or are at risk of being homeless. The Housing Specialist will foster a respectful and collaborative relationship with residents and will engage patiently with them to stabilize their housing and live safely and cooperatively with others. The Housing Specialist is responsible for following and maintaining all Abby's House policies, rules, and regulations and for enforcing them with residents.

Under the direction of the Associate Director of Housing, the Housing Specialist's responsibilities include, but are not limited to, the following:

- Provides instruction and guidance to applicants throughout the leasing process, including intakes, interviews, processing and preparation of applications, and their distribution
- Coordinates and maintains the waiting list
- Administers phone calls and mailings for all current and prospective residents as needed
- Assists with rent collection efforts
- Maintains files for residents with required documentation for multiple funding sources, including HOME and low-income tax credits
- Works with administering agency to approve applicants and units for Massachusetts Rental Voucher Program (MRVP)
- Processes income tax credit certifications/re-certifications for affordable housing program at 52 High Street and completes Tenant Income Certifications (TIC)
- Processes applicant/resident paperwork by verifying income, assets, medical and other expenses as required and enters data into TIC within a timely manner

- Employs/maintains diligent tracking system to receive, process and return completed certifications in keeping with time sensitive occupancy requirements
- Ensures accurate and timely completion of initial and annual re-certifications, as required by HUD and company procedures
- Preserves and respects resident and applicant confidentiality

- Conducts new resident orientations upon move-in
- Prepares, updates, and distributes resident manual on housing rules, procedures, and resources
- Assists with unit inspections
- Assists the Associate Director of Housing with fostering a positive climate in housing, including planning for, and participating in house meetings
- Responds to immediate crises as needed to secure a safe living environment in Abby's housing
- Performs special projects as assigned by the Associate Director of Housing

Qualifications

Successful candidates must demonstrate the following qualifications:

- Passion for Abby's House mission and values
- Minimum of 2 years of relevant experience in leasing or affordable rental housing
- Associates Degree or higher preferred, or an equivalent combination of education, training and experience
- Experience with tax credit compliance preferred
- Knowledge of affordable housing practices required, including Fair Housing laws
- Prior direct work with populations affected by addiction, trauma and/or mental illness; experience with trauma informed care preferred
- Excellent organizational and record keeping skills, and ability to pay careful attention to detail and thoroughly complete work tasks
- Excellent verbal and written communication
- Proficient in Microsoft Office and Excel
- Demonstrated commitment to diversity and inclusion
- Bi-lingual or multi-lingual abilities preferred, specifically in an African language, Portuguese, Vietnamese, or Spanish
- Ability to work weekends and occasional nights as required.

Abby's House is committed to growing its understanding of and practice around Diversity, Equity, and Inclusion in all the organization's activities, programs, practices, and services. Staff are an integral part of this evolving practice. We also are a Trauma Informed organization and as such, Abby's House encourages applicants with lived experience who are well-grounded in their own recovery and who have ample capacity for reflective thinking and learning.

Salary and Benefits

This position is a full-time, non-exempt position and provides competitive pay based on a market analysis of comparable positions. Abby's House offers a comprehensive benefits package, including 4 weeks of annual vacation time, holidays, sick time, health insurance, short term and long-term disability insurance, life insurance and employer-paid parking. Abby's House is an equal opportunity employer, and in keeping with our values, is committed to diversity and inclusion at all levels of the organization.

How to Apply

If you are interested in applying for this position, please send a resume and cover letter to applications@abbyshouse.org. Applications will be reviewed on a rolling basis. We will accept applications until the position is filled. Apply as early as possible.