



CERA Specialist (COVID Emergency Rental Assistance)

Status: *Temporary – Full Time* (February 2021 – January 2022 with opportunity for permanent employment if available)

Location: *Kalamazoo, MI*

Number of Positions Available: *4*

Pay Rate: *\$18.00 hr. (position does not include benefits)*

Summary of Position:

The CERA Specialist is a key member of HRI's Emergency Response Team's implementation of the COVID-19 Emergency Rental Assistance (CERA) Program. The position is temporary beginning in February 2021 and ending on or about January 2022.

PRINCIPAL ACCOUNTABILITIES:

1. Conduct screenings and intakes via telephone or in person for individuals in housing crisis, facing eviction or behind in rent and utilities.
2. Assess the needs and eligibility for the CERA program to provide assistance, referrals, and resources.
3. Assist potential program participants in completing applications for the CERA program or provide a warm transfer internally to appropriate program specialist.
4. Document details of the intake, communication with the individual, landlord or other partners in the record/file, required database, forms, trackers, etc. as directed per workflow.
5. Schedule follow up appointments as needed to provide ongoing assistance and case management services for eligible individuals as guidelines allow.
6. Process financial assistance requests for eligible individuals for payment of rent, utilities, or other items.
7. Participate in team meetings, department meetings, all staff meetings, 1:1 session with supervisor as scheduled.

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

High school diploma or GED with 2 years' experience in Human services field required. Bachelor's degree preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- Reliable and secure internet service at employee home location if hired for remote work.
- Proficient use of Windows Outlook, calendar, email, and other functions
- Establish personal ethics of dependability, punctuality, productivity, self-discipline, and organizational habits.
- Ability to work independently, demonstrating self-motivation while functioning as a member of a team environment.
- Customer Service and case management skill set demonstrating empathy, communication skills, problem solving, active listening, personal responsibility, adaptability, attentiveness, responsiveness, time management and attention to identify details and adjust solutions accordingly.
- Documentation of client/tenant case details, documents, and notes on a thorough and timely basis.
- Collaborative member of team; active participation in team, department and HRI meetings, training, and other required events.
- Timely completion of weekly time sheets, expense reports if necessary and other required documentation.
- Exceptional communication skills, both written and oral.
- Ability to follow program guidelines and program parameters, while demonstrating flexibility to adapt to changes and deadlines.

To Apply: Email a cover letter with resume to HR@housingresourcesinc.org