JOB DESCRIPTION
Homeless Services Specialist

POSITION TYPE: Case Management; Full Time, Non-Exempt
LOCATION: Burbank
DESCRIPTION: The Homeless Services Specialist is Ascencia’s liaison to local government, business and other stakeholders on matters related to homelessness in Burbank and the east San Fernando Valley. This includes representing Ascencia in planning initiatives in the Cities of Los Angeles, Glendale and Burbank, County of Los Angeles, and the multi-agency planning underway related to the Los Angeles River. When not in the field, Ascencia’s Homeless Services Specialist will be co-located at the City of Burbank Community Development Department supporting the City’s homeless efforts. The position, under the co-supervision of the Community Development Department, will support staff on all homeless-related matters.

REPORTS TO: Ascencia’s Director of Programs

SALARY: $60,000 per year

Duties and Responsibilities:

- Represent Ascencia and/or the City of Burbank at public meetings, interagency planning meetings and other policy-related events and at Coordinated Entry System planning meetings, Los Angeles Continuum of Care, Coalitions, as needed;
- Analyze program data and plans for program improvements, including use of HMIS;
- Supports Burbank’s Homeless Plan and Ascencia’s strategic plan implementation;
- Provide monthly reports to Ascencia and City of Burbank management teams and Board of Directors;
- Plans and makes recommendations for future program development, funding, partnerships, capacity building/technical assistance, and investments;
- Responsible for convening a network of Burbank local non-profit organizations and City Departments concerned with or affected by homelessness to identify and respond to issues and needs, ranging from direct services and housing to policy;
- Engages with residents, the private sector, faith based groups, homeless advocates on issues related to homelessness;
- Conducts or arranges for appropriate orientations, in-services, and training for program staff and homeless clients to further the goal of ending homelessness;
- Maintains related administrative record keeping and reporting systems as required by contracts;
- Assist clients in connecting to appropriate service providers and providing warm-hand-offs;
- Adheres to strict boundaries and professional ethics in the care of others; and
- Conducts crisis intervention as needed.
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Qualifications and Requirements for this Position:

- Master’s Degree in Urban Planning, Social Policy, Social Work (macro level) preferred, including extensive coursework in data analysis with strong computer skills.
- Knowledge of:
  - Local, state and federal homeless and housing policy
  - Local homeless services and housing programs
  - Substance abuse recovery, mental health and health care systems preferred
- Experience providing direct service to homeless individuals and families a plus
- Strong communication skills; public speaking experience preferred.
- Ability to work with diverse constituencies ranging from homeless individuals to elected officials.
- Must be proficient in the following computer applications: Microsoft Word, Excel, Outlook and at least one database application; Competence in HMIS strongly preferred; or demonstrated competency in database use.
- Must be insurable and provide own transportation for work-related travel as necessary.
- Must possess a valid driver license;
- Employees must carry active and adequate auto insurance corresponding to regulatory requirements if driving any vehicle not owned or leased by Ascencia.
- Additional duties as assigned.

I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Employee Full Name: _______________________________

Employee Signature: _______________________________ Date: _______________