



DATE: November 2020

POSITION DESCRIPTION
HOUSING SUPPORT SPECIALIST

TITLE: Housing Support Specialist
REPORTS TO: Housing Director
SUPERVISES: Not Applicable
STATUS: Non-Exempt, Part-Time, 16 hours/week

H.O.M.E. Overview:

Housing Opportunities & Maintenance for the Elderly (H.O.M.E.) is a one-of-a-kind Chicago organization that seeks to foster joy, connection and independence for Chicago's low-income seniors. H.O.M.E. is a bright spot for all who know it. Founded in 1982, H.O.M.E. has helped thousands of low-income seniors in Chicago maintain their independence by providing a home upkeep and repair service, shopping bus, moving program, and three affordable apartment buildings where seniors can live comfortably in an intergenerational environment. H.O.M.E.'s 78 housing units include private apartments and, in our Good Life Senior Residences at Nathalie Salmon House (Rogers Park) and Pat Crowley House (Edgewater), family-style living with families and younger adults. H.O.M.E. is characterized by a warm and caring culture. H.O.M.E. was founded to provide a safe, warm and welcoming home environment for seniors and younger allies, as well as visiting guests, volunteers, and members of the community. An inviting and welcoming community rests on the fundamental right of all people to be treated with respect; and to live and receive care with dignity.

Job Description:

This exciting new Housing Support Specialist position is responsible for developing tenant leadership for vibrant social programs with and for the residents of H.O.M.E.'s two intergenerational affordable buildings housing low-income seniors, young adults as Resident Assistants, and families with children. The individual in this position would engage neighborhood groups, create a how-to manual on resident engagement, and fulfill H.O.M.E.'s original goal of bringing the neighborhood to the residents, not just the residents to the community. The individual would also help nurture a culture of peace, provide support to staff, and spread the word on H.O.M.E.'s programs. This position is based at the Nathalie Salmon House, 7320 N. Sheridan Rd., Chicago.

Responsibilities:

1. **Social, Educational, and Wellness Programming (35%)**
 - a. Organize an "Activities Board" of residents to develop and implement an inclusive planning and delivery process for social programming for the residents of H.O.M.E.'s two intergenerational buildings.
 - b. Coordinate the Activities Board's outreach process to residents to discern wellness, educational, recreational and other social program interests.
 - c. Follow up on recommendations developed by H.O.M.E.'s Housing Task Force's internal assessment of the nature and quality of interaction in its intergenerational programs.

- d. Reach out to outside individual volunteers and groups to deliver the activities.
 - e. Schedule programs and events, and publicize them through flyers and announcements.
2. **Marketing and Community Outreach (25%)**
- a. List H.O.M.E. in Chicago area LGBTQ+-friendly business and housing directories.
 - b. Develop materials to offer to other senior living programs.
 - c. Conduct outreach to at least 5 LGBTQ+-serving agencies and companies.
 - d. Develop an internal database of community groups in the Edgewater and Rogers Park neighborhoods in which NSH and PCH are situated.
 - e. Attend at least 10 community events in the neighborhoods of the buildings, preferably with at least one resident of the buildings, and identify partnership possibilities with those organizations.
 - f. Identify at least 10 organizations for outreach on H.O.M.E.'s housing and programs.
3. **Intergenerational Living How-To Manual (20%)**
- a. Design template forms for events, including at least one type of flyer for a talk or recital, registration form for a series, and a print monthly calendar.
 - b. Develop evaluation metrics and an evaluation form for wellness, educational, recreational and other social programs, including programs that build a culture of appreciation for all forms of diversity. Use the form for programs in at least the second half of the program year.
 - c. Draft internal manual for all Housing Staff on systematizing intergenerational social engagement at the houses.
 - d. Draft manual for external audiences on intergenerational programming for and by low-income older adults, with the partnership of neighbors as a "best practice".
4. **Conflict Resolution (20%)**
- a. Help develop system for following up with reasonable accommodation or reasonable modification requests.
 - b. Help implement restorative justice conflict resolution system (i.e., peace circles) at the buildings.

Requirements:

Skills

1. Excellent organizational and time management skills.
2. Ability to communicate effectively both verbally and in writing.
3. Ability to establish and maintain positive working relationships with seniors, families, staff, contractors, vendors, donors, prospective tenants, students and volunteers.
4. Ability to pro-actively deal with issues related to residents comfort and safety.
5. Holds and is able to live out H.O.M.E. values; values are consistent and congruent across professional and personal life.
6. Demonstrated commitment to diversity and inclusion.
7. Passion for the mission and vision of H.O.M.E.

Experience/Education:

1. Bachelor's degree preferred; candidates with some college will be considered.

2. Human services experience. Community organizing experience preferred.
3. Concern for and understanding of seniors and families.
4. Experience working with diverse populations.
5. Proficiency with Microsoft Word and Excel.
6. Valid driver's license in good standing a plus.

Work Environment:

1. Position requires frequent and regular computer and phone use.
2. Work place is a smoke- and drug-free environment.
3. Intermittent travel to off-site locations may be required.
4. Occasional night and weekend work may be asked of H.O.M.E. staff.
5. H.O.M.E. is an equal opportunity employer and prohibits discrimination and harassment of any kind. All employment decisions at H.O.M.E. are based on business needs, job requirements, and individual qualifications, without regard to race, ethnicity, creed, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, citizenship status, military service, marital status, order of protection status, handicap, disability (including HIV/AIDS), or any other characteristic protected by federal, state, or local law.

COMPENSATION: \$20.68 for 16 hours/week on average

HOW TO APPLY: Send your cover letter and resume (applications without cover letters will not be considered) via email by November 30, 2020 to Nikki Moustafa, Housing Director, NikkiM@HOMEseniors.org. No phone calls, please.

H.O.M.E. strongly and proudly supports every individual's right to express their given or chosen identity and experience. This includes race, color, religion, gender, national origin, ability, respecting and using an individual's chosen name, pronoun (e.g. he, she, they, etc.) and identities (e.g. lesbian, gay, bisexual, asexual, transgender, queer, etc.). Inclusion is not dependent on our personal acceptance or rejection of a person and their identity.

AFFIRMATIVE ACTION EMPLOYER. PEOPLE OF COLOR AND PEOPLE WITH DISABILITIES ENCOURAGED TO APPLY.