



Job Posting

Housing Advisor (Bilingual)

Northampton, MA

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At Way Finders, we are passionately invested in lifting up the region's people, places, and systems. Though our team performs a wide variety of functions, we are united by our shared mission: to build and advocate for a thriving and equitable region; to improve the stability and economic mobility of families and individuals; and to develop and manage a robust range of safe, affordable housing options.

Every day, our team helps people facing real challenges—with housing, jobs, personal finances, and other cornerstones of daily stability—to find real solutions. And we help communities and systems to grow in positive, strategic ways. We know that the right help at the right time can make all the difference; Way Finders provides transformative help to tens of thousands of people each year. Always with respect, always with compassion.

Interested in joining our team of dedicated professionals? Way Finders is currently seeking a full-time **bilingual (English/Spanish) Housing Supports Advisor**. **The Housing Supports Advisor will further our mission by providing support and stabilization services to clients at risk of housing instability directly or indirectly due to the COVID-19 pandemic. Deep knowledge of the Northampton housing resource community is highly preferred.**

The candidate will work fully onsite.

Responsibilities include:

- Conduct intake and assessment with clients at risk of housing instability directly or indirectly due to the COVID-19 pandemic to determine if they need **Housing Transition Supports** or **Housing Sustaining Supports**; maintain a caseload ratio of 1:30, with supports offered in both 1:1 and group workshop formats
- Provide **Housing Transition Supports**, to include: budgeting; homebuyer readiness; assistance with accessing assistance programs and completing benefit applications; effective problem-solving; options planning; identifying and assisting with potential barriers to housing options such as financial/credit, legal, mental health, substance use, employment, and healthcare
- Provide **Housing Sustaining Supports**, to include the continuation of any needed Housing Transition Supports, in addition to: coaching on how to be a good neighbor and tenant, finding resources, and building relationships with landlords, neighbors, and the community; assisting in the resolution of potential evictions, educating tenants on the eviction process and housing court system; and connecting with the Tenancy Preservation Program (TPP) and Community Legal Aid (CLA) as needed
- Conduct light case management, including stabilization plan development, goal-setting activities, and providing information, education, and referrals
- Process applications as needed and assigned
- Maintain complete, accurate, and timely case notes in database/systems; report performance and findings on an as-needed basis; adhere to organizational and ethical rules of confidentiality

- Provide information and outreach to, and interact effectively with the social service network, client advocates, community organizations, landlords, housing authorities, and/or court officials; attend community meetings as assigned
- Travel to provide services from multiple office locations and/or community-based settings within Western Massachusetts; conduct evening and/or weekend workshops in person or virtually as appropriate and necessary

Hiring Requirements/Preferences

- Bachelor's degree in social/human services or a related field; commensurate experience may be a substitute for a degree
- 3 years' experience within the rental, housing assistance or other public assistance program administration or social service environment; experience conducting housing searches required
- Bilingual (English/Spanish) required
- Case management and groupwork/triaging experience preferred
- Must have knowledge about Hampden and Hampshire County agencies, especially in Northampton, that offer a variety of services to low-and-moderate income (LMI) households
- Leadership ability, with experience developing and leading effective trainings
- Demonstrated ability with Microsoft Office, database systems, and comfort learning new technologies
- Excellent verbal, written, and interpersonal communication skills, with the ability to work with diverse populations
- Excellent organizational skills with a high degree of accuracy and attention-to-detail, plus the ability to reprioritize
- Valid driver's license and acceptable driving record; reliable vehicle

Benefits include: Generous paid time-off | 12+ holidays annually | Health, dental, and vision insurance options | Educational assistance | Medical Reimbursement Account | Dependent Care Account | 403(b) retirement plan with employer match | Life insurance | Short-term and long-term disability insurance | Transportation benefits | Employee Assistance Program | Annual staff picnic!

Wage between \$18.00 and \$21.50 per hour depending on qualifications. Interested applicants must submit a cover letter and resume; applications will be accepted until the position is filled. MVR.

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Way Finders is an Equal Opportunity Employer that seeks a diverse staff in order to reflect our community and those we serve. Qualified individuals from diverse backgrounds are strongly encouraged to apply. This position is available to all without regard to race, color, religion, national origin, disability, age, gender or gender identity, sexual orientation, political affiliation, or veteran status. We provide reasonable accommodation for qualified individuals.