

**CATHOLIC SOCIAL SERVICES  
JOB DESCRIPTION**

**TITLE:** Housing Relief Specialist  
**PROGRAM:** Homeless Family Services  
**STATUS:** Full-time / hourly / non-exempt/ temporary  
**SUPERVISED BY:** Prevention Project Manager  
**UPDATED:** 2/3/2021

**JOB SUMMARY:** Housing Relief Specialist (HRS) will review and process pre-approved applications for prevention assistance. HRS's will verify applications, collect additional documentation, and contact applicants to review verify information. HRS's will work from home and must have access to a computer and reliable internet.

This is a temporary position lasting approximately 5 to 6 months.  
Approximate start date: ASAP  
Approximate end date: September 30th  
40 hours per week, flexible hours starting no earlier that 9 am and ending no later than 6 pm.

**QUALIFICATIONS:**

**Competencies:**

1. Must have excellent interpersonal and organizational skills.
2. Must have excellent computer skills and be detailed oriented.
3. Must be able to work independently with minimal supervision.
4. Must be able to meet a weekly quota.
5. Must be able to maintain program/guest/agency confidentiality and treat everyone with dignity and respect.
6. Must have a desire to work with a variety of people, situations, and challenges to carry out the mission and purpose of the program.
7. Must have good team communication skills and be present for meetings and staff updates

**Education/Experience:** A high school diploma and 1 year of customer service experience.

**DUTIES & RESPONSIBILITIES:**

1. Contact clients to review applications and verify information.
2. Request additional documents as required.
3. Review final applications for accuracy and completeness.
4. Maintain a record of all notes pertaining to clients served along with other pertinent information to be identified.
5. Meet with your supervisor telephonically at least once a week.
6. Other duties as assigned.

**Training Requirements:**

Successfully complete all housing relief specialist job training requirements.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_