



NWF Health Network
Housing Program Specialist

POSITION OBJECTIVE: The Housing Program Specialist position is designed to support the development and effective implementation of a comprehensive behavioral health system which enhances the lives of adults, children, and their families. This position serves as the Lead Housing Coordinator, focusing in the effective care coordination, housing coordination, and resource development related activities to promote effective prevention and treatment strategies within the 18-county area of the Northwest Region.

ESSENTIAL FUNCTIONS:

- Serve as housing point of contact, to include management of housing programs.
- Serve as SOAR (SSI/SSDI Outreach, Access, and Recovery) point of contact.
- Ensure clients receive the best services possible.
- Serve as subject matter expert of assigned programs.
- Serve as liaison and process owner.
- Maintain awareness of area resources, gaps and needs.
- Complete needs housing assessment annually.
- Explore opportunities to promote creation of additional housing resources.
- Identify housing issues related to specific priority populations – discharges from state institutions, high utilizers of crisis services, and child welfare involved families – and develop achievable countermeasures to overcome barriers.
- Work in partnership with Operations to maintain relationships with Homeless Coalitions, Continuums of Care (CoC), faith based, and other community organizations to understand and expand housing efforts for individuals suffering with mental health and/or substance abuse issues.
- Identify and maintain a list of key agencies and stakeholders in the Homeless/Housing community and their primary points of contact.
- Research and advocate for proven, evidence base practices known to work for a given population or service need.
- Having working knowledge of guidance documents, reporting templates, and provider contracts.
- Ensure network providers meet sub-contractual and reporting requirements
- Facilitate the sharing of best practices across the region
- Assist in the management of action plans and quality improvement plans to correct identified deficiencies
- Develop and nurture relationships with the operations team, monitoring team, contract team, quality team, data team, network provider staff, and other key stakeholders to ensure effective collaboration.
- Identify trends and common service gaps and work collaboratively with the operations team, contract team quality team, and network providers to develop countermeasures.
- Participate in Quality Assurance/Quality Improvement and contract monitoring processes, as needed

**NWF Health
Network**
Housing Program Specialist

- Assist in the development of programs to ensure there is an appropriate array of behavioral health services throughout NWFHN's network of service providers
- Assist in the creation of programmatic contracting documents to include: program descriptions, performance measures, service targets, reporting requirements, provider budgets and budget narratives, start-up periods, payment methods, and funding allowances/restrictions.
- Provide training and support to providers and stakeholders.
- Have a working knowledge of DCF Chart 8, and funding OCAs (Other Cost Accumulators).
- Collaborate with operations, monitoring, contracts, and data to promote and develop quality improvement initiatives.
- Prepare and present reports and findings, to include an analysis of opportunities for improvement and strategies to address service gaps.
- Contribute to an engaging, positive work environment.
- Participate actively in departmental meetings, training and education, as well as the quality management process.
- Comply with NWFHN policies, procedures, code of conduct, contracts and other legal obligations.
- Assist with training other employees and providing back up when necessary.
- Perform other duties as assigned.
- Understand, support and promote the organization's mission, vision and values

This list of essential functions is not intended to be exhaustive. NWFHN reserves the right to revise this job description as needed to comply with actual job requirements.

QUALIFICATIONS:

REQUIRED:

- Bachelor's degree from an accredited university and 3 years' experience in a human services field
- Previous experience in behavioral health
- Proficiency in Microsoft Office desktop applications
- Prior experience with data analysis and reporting
- Possession of a valid Florida Driver's License, the continuation of an acceptable driving record, and availability of reliable transportation

**NWF Health
Network**
Housing Program Specialist

PREFERRED:

- Master’s degree from an accredited university and/or 5 years’ experience in a human services field with established relationships with the Northwest Region sub-contracted providers, DCF and community resources.
- Prior experience in housing activities.
- Prior experience working for a non-profit or governmental agency

SKILLS:

- Proficiency in Excel and data presentation
- Ability to lead meetings and group projects, as well as, speak in public situations
- Ability to evaluate and analyze data
- Excellent assessment skills and intervention strategies
- Ability to act with a high level of independent judgment
- Ability to handle confidential information appropriately
- Excellent written, oral and interpersonal communication skills
- Ability to establish and maintain effective working relationships with a variety of other professionals
- Ability to travel and work flexible hours as required
- Exceptional knowledge of community resources
- Ability to speak, read and write English at the college level
- Ability to research as a means to problem solve and develop policy/processes
- Ability to demonstrate professional ethics relating to child protection and client interaction

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation.

Name (print)

Supervisor’s Name (print)

Employee’s Signature

Supervisor’s Signature

Date

Date