



Job Description

SHP Support Specialist

Passport to Self-Sufficiency™

Essential Role

COTS' Supportive Housing programs offer congregant and single housing units throughout Metro Detroit and Wayne County.

The Supportive Housing Program (SHP) Support Specialist is a part time nonexempt position, providing administrative support to the Supportive Housing Department. Their essential function is to perform specific administrative duties for supportive housing programs including use of the Homeless Management Information System (HMIS).

The SHP Support Specialist works in coordination with the Supportive Housing team under the guidance of the Lead Supportive Housing Specialist to support delivery of *"discrete programs and services to customers [tenants and property owners] and satisfy policy and compliance requirements of governing entities and stakeholders."

The SHP Support Specialist reports directly to the Director of Permanent Supportive Housing.

**Human Services Values Curve: Regulative*

Primary Responsibilities Include:

- HMIS Data Entry (Supportive Services and Reports)
- General administrative support; assisting as required, in correspondence (i.e., letters, invitations, support for eligibility documentation as it relates to housing programs)
 - HQS
 - Rentals
 - Mailings
 - Re-certifications

Who We Are

The Passport to Self-Sufficiency™ (PTS) is COTS' Theory of Change for creating opportunities for families to succeed using a two-generation approach. Short to Long term relationship building through coaching across 5 key domains: **Family Stability, Economic Empowerment, Health and Well-Being, Education, Employment/Career**—along with curated partnership sit at the center of our engagement model and intervention strategy.

Our Values

- Integrity
- Human Dignity
- Impact
- Service
- Collaboration
- Generosity of Spirit

Our Mission

Create and facilitate opportunities that empower families in poverty to collaborate, thrive, and succeed in building strong households, neighborhoods and communities.

Our Purpose

To assist families in reaching their housing, economic, health, education, and career goals as they overcome homelessness and break the cycle of poverty for themselves, their next generation, and beyond.

Our Vision

A perpetual cycle of thriving families and the absence of generational poverty

Additional Requirements:

- Ability to work well with internal and external partners
- Excellent organizational and time management skills
- High communication and writing skills
- Participation in organizational learning and professional development opportunities
- Successfully work with diverse populations, specifically those who have experienced homelessness, individuals living with behavioral health diagnoses and co-occurring substance use disorders
- Ability to multi-task, prioritize duties, handle a high volume of work, and to meet weekly and monthly goals/expectations
- Ability to work independently, within a team environment, and exercise mature judgment
- Excellent customer service
- Proficiency in Microsoft Word, Excel, Outlook, Internet and Database management

Recommended Education and Experience:

- Homeless Management Information System (HMIS) Proficiency
- High School Completion, Associate Degree in Human Services preferred
- 3+ Years Supportive Housing or similar experience
- Computer and Basic Software Skills (MS Office, email)

All new employees must undergo an initial COVID-19 test (monthly thereafter), drug screening, criminal background and sex offender check and provide a DHHS Central Registry Clearance.

Reports To: Director Supportive Housing

EEO Category: Non-Exempt

FLSA Status:

Name:

Signature: _____ Date: _____