



Jewish Family Services helps individuals and families achieve economic self-sufficiency and emotional stability. Supporting the Central Ohio Community since 1908, Jewish Family Services helps people find good jobs and companies find the right talent; supports seniors and caregivers in navigating the challenges of aging; connects people to community resources; empowers family self-sufficiency through financial counseling; and provides opportunities for volunteers to give back.

We welcome individuals of all faiths, races, ages, economic circumstances, sexual orientation and gender identities. Our dedicated and talented staff reflects the diverse communities we serve.

Housing Resource Specialist

The Housing Resource Specialist will assist individuals presenting with housing stability concerns. This role will work directly with agency clients to process applications for emergency rent and utility assistance (ERA). This position is responsible for maintaining records for funding reports and representing the agency in the community. The individual in this position will become a vital member of a diverse team by ensuring individuals and families have the resources to maintain their housing. This position is full-time (37.5 hours per week).

Primary Duties and Responsibilities


- Maintain regular contact with clients who are requesting assistance with housing stability
- Conduct intake interviews and meetings with clients in person (scheduled or walk-ins). Contact may be in person and/or electronic for the initial communication
- Manage communication, and in some cases mediation, with clients and landlords
- Complete rental and utility assistance applications in data system, e.g. Allita360 and ensure all documentation follows ERA guidelines with submission in a timely manner
- Problem solve with clients regarding additional needs and refer to community resources and/or Jewish Family Services programming
- Provide quality customer service and treat all clients with dignity and respect
- Communicate with coworkers, service providers, and landlords regarding application requirements, status, and referrals for additional resources
- Attend all meetings and trainings hosted by the Stable Housing Network to stay up to date on program guidelines and changes across all community partners
- Follow HIPAA regulations to ensure client confidentiality

Preferred Qualifications

- Degree in the human services or related experience
- Experience conducting social service intakes or assessments
- Familiarity with Central Ohio community resources and social service providers

- Knowledge of issues related to housing insecurity, homelessness, and homelessness prevention
- Commitment to supporting diverse and vulnerable populations, including individuals and families experiencing poverty
- Ability to navigate multiple databases, including a complex online application system, and maintain electronic documentation
- Excellent written and verbal communication skills

To apply, **please send resume and cover letter** to [hiring@jfscolumbus.org](mailto: hiring@jfscolumbus.org), Attn: Lydia Daniels, Manager of Family Stabilization Services.



JEWISH FAMILY SERVICES

WE BELIEVE
that we should treat ourselves and each other with dignity and respect.

WE BELIEVE
that all people, no matter how different, are connected.

WE BELIEVE
that people should feel safe in their homes and community.

WE BELIEVE
that we have a communal responsibility to stand up for each other, especially for those among us who are vulnerable.

WE BELIEVE
that we should speak honestly, straightforwardly and respectfully.

WE BELIEVE
that we should respect and accept our neighbors as ourselves.

WE BELIEVE
in being fully engaged and "all in."
