



Housing Initiative Partnership, Inc.

30 YEARS of Housing Security | Financial Stability | Community Success

POSITION DESCRIPTION

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| JOB TITLE: | Tenant Services Assistant - Prince George's County |
| DEPARTMENT: | Housing Counseling |
| FLSA STATUS: | Non-Exempt |
| REPORTS TO: | Director of Housing Counseling |
| SUPERVISES (DIRECT): | None |
| REVISED: | August 31, 2021 |

ABOUT HIP:

Housing Initiative Partnership is an innovative, green nonprofit developer and counseling agency dedicated to revitalizing neighborhoods. HIP creates housing and economic security for low- and moderate-income households and provides services that improve the quality of life in the communities we serve.

HIP has offices in Hyattsville, Germantown and Gaithersburg, MD. During the COVID-19 pandemic, the Tenant Services Assistant may have limited on-site office hours and limited in-person appointments. Remote work from home may be required.

POSITION SUMMARY:

The Prince George's County Tenant Services Assistant will provide information and assistance to renters struggling to pay their monthly rent due to financial challenges. This staff person will maintain an understanding of the eligibility criteria of all governmental and non-governmental resources and protections available to assist renters to avoid eviction. The Tenant Services Assistant will provide information and assistance to renters seeking to access these resources and protections. The Tenant Services Assistant will be responsible for ensuring all client data is protected and ensure that all case activities and outcomes are well documented in relevant databases. The Tenant Services Assistant will provide excellent customer service to clients by responding to all inquiries in a timely manner and with appropriate assistance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Network with governmental and nonprofit partners, attending meetings and cultivating relationships with relevant staff, to stay abreast of new resources and protections designed to help renters stabilize their rental housing.
- Respond to calls from renters at risk of eviction, answer questions, and schedule for appointments to conduct intake and assessment.
- Conduct eviction prevention intakes. Use HIP's intake and assessment tools to determine eligibility for available rent relief programs.
- Where applicable, assist clients to apply for programs that could provide financial or other assistance to stabilize housing, and maintain communication with clients until applications are processed and determinations are provided.
- Refer clients to appropriate services to address their various needs such as food, utility assistance, clothing, medical care, etc.
- Thoroughly and accurately document all case activities and outcomes and enter required information in the prescribed database.





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- Where possible, work with property managers/landlords to forgive additional arrears or create re-payment plan.
- Provide monthly reports to the Program Director.
- Participate in weekly Housing Counseling staff meetings and be prepared to provide updates on activities performed and outcomes achieved.
- May require use of personal vehicle to meet with governmental or nonprofit partners, or clients at a designated safe location.
- Other administrative duties as assigned.

QUALIFICATIONS, KNOWLEDGE & SKILL REQUIRED:

- Bachelor's degree OR high school degree plus two (2) years professional experience related to housing, landlord/tenant issues, social services, or related field.
- Bilingual fluency in English and Spanish, verbal and written, is required; other language skills appreciated.
- Prior experience in housing, financial counseling and/or or benefits assistance is strongly preferred.
- Ability to work with a wide diversity of clients and partners.
- Excellent written and oral communication (including phone) skills.
- Strong attention to detail and advanced problem-solving skills.
- Self-starter and deadline driven.
- Professional, well organized, and able to handle a variety of duties simultaneously.
- Positive attitude and excellent customer service skills.
- Proficiency in the Microsoft Office Suite.
- During the COVID-19 pandemic, the Tenant Services Assistant may have limited on-site office hours and limited in-person appointments. Remote work from home may be required.

ADA SPECIFICATIONS:

This position is primarily sedentary at home and in the Hyattsville office and may require some bending and lifting. This position requires local travel within Prince George's County.

SALARY AND BENEFITS:

\$45,000 - \$50,000 annual salary, depending on experience. HIP offers a competitive benefits package including health insurance, long-term disability, generous vacation, and sick leave.

HOW TO APPLY:

Please email a cover letter and resume to Mary Hunter, Director of Housing Counseling at mhunter@hiphomes.org.

Housing Initiative Partnership is an equal opportunity employer and does not discriminate against any applicant or employee because of race, color, religion, sex, national origin, disability, genetic information, age, or military or veteran status in accordance with federal law. In addition, HIP complies with applicable state and local laws governing non-discrimination in employment in every jurisdiction in which it maintains facilities. HIP also provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable laws.

