



## JOB ANNOUNCEMENT

**TITLE:** Prevention Specialist (Bilingual – Fluent English-Spanish)  
**POSITION TYPE:** Full-Time, At-Will, Salaried  
**SUPERVISOR:** Homeless Prevention Manager

### **POSITION SUMMARY:**

Screen and process Emergency Rental Assistance Program (ERAP) applications on a daily basis for District of Columbia residents who are qualified for rental assistance.

**SALARY:** \$45,000.00 - \$60,000.00 (Depending on Experience)

### **ESSENTIAL POSITION FUNCTIONS INCLUDE THE FOLLOWING:**

- Screen and process Emergency Rental Assistance Program (ERAP) applications in a timely manner
- Navigate and work with ERAP's on-line scheduling calendar that allows customers to schedule assistance appointments
- Schedule the targeted number of weekly appointments as determined by the Homeless Prevention Manager
- Return calls, record information, and effectively communicate with customers
- Create and maintain files in a designated drive on your computer in a generalized order of all clients interviewed for ERAP customers
- Handle sensitive personal and confidential information
- Answer questions via phone, e-mail, and/or in-person with proper social distancing regarding program assistance
- Follow up with applicants and vendor inquires when needed
- Enter data into the ERAP Database System within 24 hours of applicant interview
- Enter ERAP customer information into TCP database as customers are approved for assistance
- Generate check requests for ERAP customers through TCP database
- Cover Administrative staff functions (answer phone) during lunch breaks twice a week or as requested
- Assist with preparation of required programmatic reports
- Other duties as assigned.

### **QUALIFICATION REQUIREMENTS:**

The requirements listed below are representative of the knowledge, skill and/or ability required, though persons who feel they meet some but not all criteria are encouraged to apply.

## **EDUCATION/QUALIFICATIONS**

- Bachelor's Degree in social work/human services or experience commensurate with education: homeless services experience a plus
- Fluent in both English and Spanish (fully bilingual in both languages)

## **REQUIRED SKILLS AND ABILITIES**

- Excellent communication skills, to include the ability to communicate clearly in writing and verbally to a wide range of audiences (customers, co-workers, managers, the public, stakeholders, etc.) face-to-face, virtually, or via telephone or other communication devices to elicit information
- Perform responsibilities with the required customer service standards
- Excellent listening skills to be able to construe information extracted from customers
- Ability to be patient, pleasant, courteous, and maintain professionalism
- Ability to make decisions independently, consistent with law and established procedures
- Proficient in Microsoft Office suite or similar suites, inclusive of using Word, Excel, and Outlook, and the use of database systems
- Ability to manage documents and maintain records
- Outstanding organizational skills and ability to effectively prioritize and manage multiple tasks at the same time
- Ability to conduct self-directed work as well as function well as part of a team
- Ability to work well in a fast-paced environment while still paying great attention to details
- Ability to perform basic mathematics, sufficient to perform simple calculations and interpret data
- Ability to work as scheduled and/or required

## **APPLICATION PROCESS**

- Email cover letter and resume to [cstewart@community-partnership.org](mailto:cstewart@community-partnership.org) with Prevention Specialist in the subject line.
- No phone calls.

*The Community Partnership for the Prevention of Homelessness is an equal opportunity employer, committed to nondiscrimination in recruitment, selection, hiring, pay, promotion, retention, or other personnel actions affecting employees or applicants for employment. Personnel decisions shall be based on merit and the ability to perform the essential functions of the job, with or without reasonable accommodation.*

*If you have any questions about our company policies or your rights as an applicant or require a reasonable accommodation, please contact our Office of the General Counsel at 202.543.5298 (ext. 307).*