

The Opportunity

The Urban League of Greater Pittsburgh (ULGP), an organization dedicated to the economic self-reliance, parity, power, and civil rights, of African Americans and other underserved in the Greater Pittsburgh area, seeks a Housing Specialist to support the organization as it expands staffing and sharpens its strategic focus and impact.

We are looking for a dynamic, experienced social services professional with strong case management experience to complement our highly effective team and support our mission. The ideal candidate will have excellent customer service skills, work best when collaborating with others, and will be energized by growth and change.

Because the Urban League of Greater Pittsburgh believes that our people are the only way to achieve our mission, we embrace and welcome those with varied life experiences who are committed and interested in the challenge of helping a storied organization reimagine itself. We welcome all qualified applicants who reflect the rich tapestry of the population and culture for whom the Urban League advocates regardless of ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran status, color, religion, disability, sexual orientation, marital status, or experience with poverty or homelessness.

The ULGP offers a flexible, collaborative environment with a commitment to best practices, innovation, and growth. We welcome creative and hard-working team players who share a passion for securing economic self-reliance, parity and power, and civil rights for African Americans and other underserved urban residents.

REPORTS TO: DIRECTOR OF HOUSING

FLSA STATUS: Full-time; Non-Exempt

STARTING SALARY RANGE: \$32,000

The Housing Specialist

The Housing Specialist will be responsible for providing housing support services to individuals and families seeking rental assistance for which the Urban League of Greater Pittsburgh has contracted. The guidelines of those services are governed by those contracts and the regulations promulgated by the funding sources and other internal directives.

Essential Functions

- Commitment to total quality and continuous improvement in the delivery of housing support and customer services.
- Provide housing support to families and individuals seeking new housing opportunities.
- Develop and maintain a list of leads for customers.
- Provide comprehensive housing support services in 1-on-1 sessions and group education support sessions, and fair housing enforcement and remedies.
- Collect customer situation information and sort out the housing problems from other related problems, making recommendations for actions by the customer according to sound principles of housing support documented in an Action Plan.
- Record all housing support activity information conscientiously and accurately.



- Perform computer assisted functions using Counselor Max or any other designated data collection system.
- Manage case load using sound case management guidelines documenting services provided and closing cases in a timely manner.
- Perform outreach and community workshops designed to recruit landlords who will support the Urban League of Greater Pittsburgh Rental Assistance Program
- Perform any duties as may be assigned by the Director of Housing, Program Manager/Compliance or their designee.
- Perform all customer follow ups for housing counselor.
- All other duties assigned.

COMPETENCIES

- Communication
- Relationship Building
- Effective Time Management
- Agility
- Client Focus
- Critical Thinker
- Results Focused

EDUCATION AND EXPERIENCE

Associates Degree, Certificate of Completion for data management system, or combination of equivalent experience and or education are preferred.

One year in social service counseling, real estate practices, property management, housing counseling or case management.

Must provide proof of full COVID 19 vaccination status or request medical or religious exemption.

Act 33/34 and FBI clearances required.

The ULGP invites all applicants to include in their cover letter a statement about how your unique background and/or experiences can contribute to the diversity, cultural vitality, and perspective of our staff, students, volunteers, and supporters.