



Currently Accepting Applications (Resume, Cover Letter and Application required)

*application to be submitted online: <https://cdcac.org/employment/>

*for questions, email employment@cdcac.org

Closing Date: Open until filled

Interviews Scheduled: Beginning April 13, 2026

Hire Date: When candidate is selected

Compensation: \$22-\$25 per hour, depending on experience

Job title	<i>Housing Supports Specialist</i>
Job Category	<i>Regular, full-time, hourly, non-exempt</i>
Reports to	<i>Housing Program Coordinator</i>
Supervises	<i>None</i>

Position Summary

This position provides comprehensive case management for individuals experiencing homelessness or housing instability with a focus on coordinating services and encouraging people to access them. The Housing Supports Specialist works with participants to develop individualized support plans to achieve housing stability and move toward self-sufficiency. The Housing Supports Specialist interacts with diverse community supports, including behavioral health, substance abuse treatment, physical health, criminal justice, benefits management and employment.

Duties and responsibilities

The primary job responsibilities of the *Housing Supports Specialist* include:

- Understand and implement services offered through various housing voucher programs provided by the agency’s housing department.
- Adhere to rules and regulations provided by all applicable funding sources.
- Complete comprehensive assessments including the goals, steps to achieve goals and resources needed to help people achieve self-sufficiency.
- Implement case assignments in a timely manner, review case progress, and determine program exit strategies.
- Maintain accurate participant and program files and ensure confidentiality of people we serve.
- Maintain regular communication with tenants, landlords community partners, funders and management.
- Educate and inform applicants of program requirements and responsibilities.
- Advocate for participant use of resources and refer for services, including financial assistance, legal aid, housing, job placement, education, primary healthcare, mental health, substance treatment and other client-identified needs.
- Complete all required documentation, including but not limited to progress reports, client eligibility, enrollment, tracking, contacts with or on behalf of individual participants, and follow-up.
- Contribute other activities/services that allow the program to continue to meet the needs of the participants and create a positive image within the community.

- Develop and maintain professional relationships with other community collaborators and supporters.
- Implement teamwork actions and collaborate with co-workers to create a positive working environment.
- Maintain professional knowledge, skills and certifications by attending appropriate conferences, meetings, and training related to the position.
- Attend all staff meetings and department meetings as required.
- Maintain regular attendance and perform job duties and responsibilities in a satisfactory manner.

Qualifications

Education and Experience:

High School diploma with at least two years of related work experience.
Associate's Degree in Human Services or a related field may substitute one of the two years' work experience.

Bilingual in English and Spanish preferred, not required.

Experience coordinating local resources is preferred, not required.

Skills, Abilities, and Knowledge:

- Able to establish and maintain effective working relationships with a diverse group of individuals and community organizations.
- Able to communicate effectively, both oral and written.
- Ability to respond appropriately in stressful or emotionally charged situations.
- Respects, values and welcomes all people at all times, regardless of age, race, gender, religion, color, national origin, marital status, the presence of any physical, sensory or mental disability, sexual orientation, political ideology, gender identity, military status, genetic information, or any other expression of diversity.
- Able to work independently with a high level of consistency, efficiency and timeliness.
- Able to maintain confidentiality of program matters.
- Able to work with people from a variety of economic, racial and cultural backgrounds with various lifestyles, disabilities, sexual orientations and ages.
- Able to work with volunteers, other partners, and the public in a respectful, professional, and non-judgmental manner.
- Able to understand the needs, struggles and concerns of low-income families.
- Able to use a computer and office equipment to meet basic job functions, including e-mail, word-processing, data entry, copying, faxing, etc.
- Must have a valid Washington State Drivers License and current personal automobile insurance.
- Must have a reliable means of transportation to make frequent site visits throughout Washington State.

Working conditions

This position requires frequent traveling throughout Chelan and Douglas Counties. There is frequent contact with the public in a variety of conditions, in person and over the phone, indoors and outdoors. Some statewide travel to attend required conferences and meetings is expected. Some evening and weekend work required.

Physical requirements

The position requires frequent sitting and using computers, long periods of driving (up to 3 hours in each direction), and moderate lifting (up to 40 pounds.)

