

**Compass Affordable Housing, Inc.**  
**Tenant Services Specialist**

**Position Title:** Tenant Services Specialist  
**Reports To:** CAH Program Manager

**Summary**

This position works closely with and is directed by the CAH Program Manager. The position will be responsible for work related to Tenant Services and its administrative functions. This position requires transportation and organizing community events, arranging meetings and trainings, crisis intervention and tenant advocacy and coordinating other activities pursuant to grant or other CAH requirements. Some evenings and weekends may be required.

**Essential Duties and Responsibilities**

- Implement, and evaluate the existing tenant services program.
- Implement and evaluate tenant volunteer opportunities and recognition events.
- Provide support services to tenant households, including community referrals, job search assistance, advocacy, life skills, and assistance with household changes/needs.
- Complete and maintain records and files related to tenant services.
- Meet and greet new tenants and provide follow-up services.
- Assist with on-site events, workshops and community meetings.
- Identify, and maintain referral partnership relationships with local services and resources. Maintain strict adherence to the confidentiality of every tenant.
- Coordinate third party case managers, programs and organizations to assure that services are being accessed or delivered effectively for the household.
- Connect individuals/households to local linkages and referrals.
- Regular and accurate data input and file management.
- Ensure effective and professional communications and relationships with CEO, stakeholders, staff, interns and project team members.
- Work with the Senior Program Manager to recruit and coordinate volunteers and interns
- Track and report weekly on work completed and timeline.
- Follow personnel, financial, and confidentiality policies.
- Fill in for Interns as needed.

**Qualifications:**

- 1) Familiarity with human and/or social service programs (e.g. homeless, aging, mental health, adult protective services, child protective services, etc.).
- 2) Bachelor's degree in social work (obtained or in school for) or a related field or two years of experience in client services.
- 3) Team player (flexible, open-minded, willing, committed)
- 4) Commitment to team building, and learning best practices, Professional communication skills and ability to work with diverse needs
- 5) Ability to multitask and complete assignments

- 6) Must have reliable transportation, a valid driver's license, registration and vehicle insurance
- 7) Ability to lift 50 pounds
- 8) Strong oral, written, and computer skills, including data base management
- 9) Good experience with data bases, spreadsheets, word processing and internet research
- 10) Self-motivated and very organized
- 11) Strong collaboration and facilitation skills

Please send cover letter, resume and references to [infoCAH@compassaffordablehousing.org](mailto:infoCAH@compassaffordablehousing.org).  
No calls please.