

Position Title:	Assessment Stabilization Representative 2 (ASR2)
Last Reviewed:	March 2025
Department:	Financial Services
Position Status:	Full-time
FLSA Classification:	Non-Exempt
Reports to:	Manager of Housing Resources

Position Statement

The ASR2 will process financial assistance applications following state guidance using an established protocol for processing, reporting and record keeping. This will include guiding clients, advocates and landlords through the process. This position combines administration of private grant funding, RAFT and HomeBASE funding applications and HomeBASE case management. The ASR2 is responsible for understanding EOHLC guidelines for HomeBASE and RAFT application processing and HomeBASE Stabilization. The ASR2 will ensure all processes and documentation meet compliance standards set by EOHLC. Maintain and keep current documentation pertaining to the software and data entry systems used to administer HomeBASE and RAFT. Back up for reviewing, appeals and compliance for the HomeBASE programs. The ASR2 will also be trained in and administer financial literacy coaching using an established coaching model. The ASR2 shall provide information for and assist in the preparation of required reports including any data entry required through program software. When necessary, the ASR2 shall assist staff or their supervisor with their respective responsibilities. At Hearthway, our work is driven by our mission, our core values and our culture of diversity and inclusion.

Essential Responsibilities

- Fulfill the role of Financial Literacy Coach (FLC) for clients on the HomeBASE caseload and for external referrals received from the HCEC. Participate in FLC training and maintain FLC date entry and tracking as required.
- Processes assigned HomeBASE transfer packets, acting as liaison for HomeBASE transfer packets between sending agency, advocates and EOHLC.
- Maintains a caseload of HomeBASE households providing contracted stabilization services and performing required ETO software entries, landlord communication and rent or income recertifications.
- Ensure that required contact cadence is maintained for HomeBASE stabilization.
- Required software data entry is maintained for CMS, ETO and E2E
- Perform compliance reviews for HomeBASE payment files.
- Ensure HomeBASE BSAS/DV Housing Search referrals are processed within 7 days of submission
- Ensure Emergency Assistance applicants are processed quickly and efficiently.
- Knowledge of ETO software and data entry requirements.
- Offer guidance to applicants seeking RAFT, HomeBASE or private program financial assistance
- Maintain knowledge of local resources and provide access to resources for RAFT & HomeBASE clients
- Troubleshoot stabilization issues with stabilization staff.
- Periodic file reviews will be performed, and reporting requirements monitored.
- Perform HomeBASE review and appeal of HomeBASE cases.
- Take on special projects assigned.
- Participate in EOHLC calls, meetings, office hours, Sourcepass and Hearthway online training as required.

Intake and File Processing Activities:

- Processes financial assistance applications to completion and final payment.
- Maintains electronic records, in accordance with agency and agency funders' standards and requirements and works to assure confidentiality of said records.
- Maintain reasonable productivity that aligns with EOHLC's acceptable processing time frames.
- Ensure that all data requirements for each individual financial program are fulfilled in a timely manner and all reports are submitted within indicated time frames.

Housing Stabilization:

- Assist with overall support and guidance to applicants seeking HomeBASE financial assistance
- Maintain appropriate contact cadence with HomeBASE households on your caseload and properly document all interactions in the ETO software.
- Document all financial literacy coaching activities in ETO and CMS software.
- Ability to work with diverse populations, the homeless and low-income families.

Skills:

- Excellent time management, organizational and communication skills.
- Proficient with technology – ability to navigate Microsoft Word, Excel, and Outlook

Education and Experience

- High school/vocational diploma, GED Equivalent
- Associates degree preferred.
- Previous Social Services or Case Management experience

Qualifications

- Willingness to work as a team to promote the goals of the program and Berkshire Housing
- Ability to work in a busy, diverse team setting.
- Excellent time management, organizational and communication skills.
- Proficiency in Microsoft WORD, Excel, & Outlook required.
- Computer literacy – to facilitate learning new software platforms to manage work.
- Excellent oral & written communication abilities
- Must be able to read, write, and speak English clearly.
- Sensitive to the needs of the homeless, low income and diverse populations.
- Mission-driven and able to maintain strong values and seek creative solutions in a positive, team-oriented and judgement free environment

Physical Requirements

- Stationary work. Exerting up to 10 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- Use of office equipment (phone, fax machine, copy machine, postage machine)
- Must have the ability to walk short distances.

Hearthway's Commitment to Equity

Diversity and culture of inclusion are crucial to the mission of Hearthway, Inc. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. Duties, responsibilities, and expectations can change anytime with or without notice. This document does not extend an offer for permanent or continuous employment. Hearthway, Inc. is an at-will employer.

Name:_____

Date:_____

Signature:_____