



**BERKSHIRE
HOUSING**
CONNECTING PEOPLE TO HOME

Position Title:	Assessment Stabilization Representative (ASR)
Last Reviewed:	January 2024
Department:	Financial Services
Position Status:	Full-time
FLSA Classification:	Non-Exempt
Reports to:	Manager of Housing Resources

Position Statement

This position is responsible for screening households seeking services through the Housing Consumer Education Center (HCEC) and through other referral systems using established triage methods. The ASR will process financial assistance applications following state guidelines using an established protocol of processes, reporting and record keeping. This may include guiding clients through the required process. The ASR will have a caseload of stabilization cases, requiring development of a household self-sufficiency plan, keeping accurate confidential files; maintaining required data; providing information to customers on all internal and external programs and resources. The ASR shall provide information for and assist in the preparation of required reports including any data entry required through program software. When necessary, the Representative shall assist staff or their supervisor with their respective responsibilities. At Berkshire Housing, our work is driven by our mission, our core values and our culture of diversity and inclusion.

Duties and Responsibilities:

Intake and File Processing Activities:

- Conducts initial screen of customer intakes, inform customers about available resources and related program protocol and requirements as well as other internal programs, determine eligibility by identifying household crisis information and tracking customer cases from opening to closing.
- Processes financial assistance applications to completion and final payment.
- Maintains electronic records, in accordance with agency and agency's funders' standards and requirements and works to assure confidentiality of said records.
- 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 RAFT financial assistance
- 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



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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.
- Proficient in Microsoft WORD, Excel, & Outlook required.
- Computer literacy – to facilitate learning new software platforms to manage work.
- Excellent oral & written communication abilities
- 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.

Berkshire Housing Commitment to Equity

Diversity and culture of inclusion are crucial to the mission of Berkshire Housing. 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. Berkshire Housing is an at-will employer.

Name: _____

Date: _____

Signature: _____