

## THE HOPE CENTER AT PULLEN

### Job Description

<b>Job Title:</b>	Transition Specialist and Housing Liaison
<b>Department:</b>	Transition Programs
<b>Reports to:</b>	Director of Transition Programs
<b>FLSA Status:</b>	Exempt
<b>Hours per Week:</b>	Full Time
<b>Last Update:</b>	6.9.2025

#### ORGANIZATION OVERVIEW:

The Hope Center at Pullen (HCP) is building a community where a history in foster care doesn't limit a person's future. We are an independent 501(c)(3) non-profit organization founded in 2009. Our mission is to empower emerging adults who are transitioning out of foster care in Wake County with the support and connections needed for a safe and stable adulthood. In partnership with Wake County's foster care system, HCP's Teen Programs engage youth living in foster care ages 13-18 to develop independent living skills. HCP's Transition Programs serve youth ages 18-27 with a history in foster care to develop individualized strategies to help them achieve and maintain independence. HCP follows the Housing First model and utilizes trauma-informed care to ensure our clients attain and maintain housing, further their education, and achieve their career goals. For more information, visit <http://www.hopecenteratpullen.org/>.

#### POSITION SUMMARY:

The Transition Specialist and Housing Liaison empowers clients. Assisting young adults with a history in foster care to create, work towards, and complete self-sufficiency goals through intensive case management and by connecting clients to resources and opportunities pertaining to housing, education, employment, substance abuse, and mental health. In addition to a small case load, the Transition Specialist and Housing Liaison will monitor tenants living in properties dedicated to Hope Center clients.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Housing Liaison	25%
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- Supervise and support the Community Life Coordinator, the resident advisor living at our 9-unit supportive apartment complex. Provide regular check-ins, performance feedback, and guidance to ensure a safe, supportive, and well-maintained living environment.
- Work closely with the Director of Transition Programs to coordinate referrals, intakes, move in, and tenant related needs in properties dedicated to Hope Center clients.

- Promote a positive working relationship with community partners and property managers through regular communication and meetings.
- Assist Transition Specialists to identify and house clients who are a good fit for Hope Center housing opportunities.

Manage a small caseload of 8-10 Clients	70%
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- Direct Service:
  - Support Clients in Finding and Maintaining Housing:
    - Locate income based or voucher approved housing for clients who are homeless or unstably housed.
    - Assist housing voucher recipients with application process, lease signings, securing furniture, and the move in process.
    - Promote stable housing through annual voucher recertification, monthly home visits and compliance with voucher/lease guidelines and stipulations.
  - Client Support/Advocacy
    - Provide emotional and crisis support as needed to clients.
    - Engage in face-to-face, phone, text and email correspondence with young adults to discuss needs in relation to treatment plans and achieving goals.
    - Maintain contact with clients on a daily, weekly, bi-weekly or monthly basis
- Education/Employment:
  - Support clients as it pertains to meeting or maintaining individualized Goal Plans.
  - Assist clients with community resources and referrals to achieve goals (i.e., NextGen, Fostering Bright Futures, etc.).
  - Assist clients with preparedness/readiness for their goal as needed (i.e., mock interviewing, resume building, job applications, college applications, FAFSA and other college documents, etc.).
- Transportation:
  - Provide transportation to clients as it pertains to meeting or maintaining Goal Plan.
  - Assist client with community resources for vehicles, car maintenance and management
- Administrative:
  - Maintain up-to-date and completed Goal Plans (quarterly and/or in alignment with voucher application/recertification needs).
  - Maintain client case notes and files on a weekly, but at least bi-weekly basis.
  - Develop client files including all elements and required documentation in accordance with program requirements.
  - Attend weekly supervision and monthly staff meetings.
  - Management of receipts, mileage and timesheets.
  - Update database with client information regularly.
  - Take shifts with the rotating on call line approximately 10 weeks per year (in case of fire, flood, or medical emergencies).

Life-Skills Groups	5%
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- Participate in LINKS Academy activities to establish community and trust with youth still in foster care in the hopes of providing a seamless entrance into the Transition Program when they transition out of the foster care system.

- Support the Parenting Specialist in facilitation of Life Skills Group. Lead the group and other groups as needed.

#### **POSITION QUALIFICATIONS AND REQUIREMENTS:**

- A Bachelor's Degree and a minimum of 3 years working with at-risk youth/young adults either in child welfare or in a non-profit setting, or a Master's Degree in a Human Service or Social Work related field and 1 year working with a related population.
- Knowledge of the foster care population, common barriers to success for this population, and typical needs.
- Experience work at independent living facilities or group homes.
- Experience with crisis intervention techniques and ability to be successful and adaptable in a fast-paced work setting.
- Knowledge of the Housing First Model, trauma-informed care, and Mental Health First Aid.
- Skills and abilities: Strong oral and written communication skills; Ability to quickly and effectively build strong rapport with clients and their children; Strong organization and time management skills.
- Personal characteristics: Trustworthy, Adaptable, Compassionate.
- This position requires strict confidentiality and the ability to create and maintain psychological safety for participants. The Transition Specialist must protect the confidentiality of all program participants at all times, adhere to all applicable contract requirements regarding confidentiality, and work to ensure participants feel safe enough to fully participate in all activities.
- Knowledge of federal guidelines for public and private low-income housing a plus.
- Valid North Carolina Driver's License and satisfactory driving record.
- Acceptable background check.
- Access to personal vehicle.

#### **Physical Demands/Working Conditions:**

- Flexible work schedule. Occasional evening and weekend hours.
- Occasionally work can be done from home. Being physically present for meetings and client appointments is required.
- Health Care: HCP pays 99% of employee premiums and 50% of eligible dependent premiums for silver level health care plan.
- Retirement Plan: After one year, employees begin accruing an additional 2% of salary in an IRA account that employees can choose to contribute to pre-tax.
- Over 4 weeks of PTO/Holiday Time each year, with increases in PTO beginning after 3 years.
- Each Transition Specialist has their own office in our newly renovated office space.
- Driving a personal vehicle to visit clients in their private homes and occasionally driving with a client in your personal vehicle.

**Applications will be reviewed as they are received, on a rolling basis. Early submission is encouraged. Posting is open until position is filled.**

**To apply, send cover letter that outlines your alignment with the position, resume, and 3 references to [jobs@hopecenteratpullen.org](mailto:jobs@hopecenteratpullen.org). No phone calls please.**