



Title: Senior Interim Housing Specialist

Department: Homeless and Housing Services

Program: Interim Housing

Reports To: Program Manager

The Senior Interim Housing Specialist supports the daily operations of interim housing programs by promoting staff coordination, workflow consistency, participant safety, and operational continuity. This role serves as a senior team member who provides operational guidance and day-to-day support to staff while maintaining clear boundaries between support and supervision.

The Senior Interim Housing Specialist plays a key role in maintaining a structured, safe, and responsive environment for participants and staff. Responsibilities include supporting program operations, assisting with documentation and administrative processes, reinforcing program expectations, and helping ensure consistency across shifts and program locations.

This position also assists with operational continuity during periods when the Interim Housing Manager is unavailable by serving as a point of coordination for routine operational needs and appropriately escalating significant concerns to leadership. This role is non-supervisory and does not assume managerial authority or final decision-making responsibilities.

Essential Job Functions:

- Support day-to-day operations of interim housing programs, including coordination of staff activities and participant flow
- Assist in maintaining a structured, organized, safe, and responsive environment across shifts and program locations
- Collaborate with program staff to ensure consistency in operations, communication, and participant support across shifts and program locations
- Support coordination of participant services, including room assignments, participant transitions, and communication between shifts
- Assist with tracking program activities, including occupancy, room assignments, and participant movement, to support operational and reporting needs
- Identify operational issues, workflow challenges, and safety concerns, and communicate them to the Program Manager in a timely manner
- Support resolution of routine operational and participant-related concerns while escalating higher-level or high-risk matters appropriately
- Support coordination of shift coverage and communicate staffing gaps or operational needs to the Interim Housing Manager
- Serve as a point of contact for staff questions related to workflow, daily operations, and program expectations
- Provide peer guidance and operational support to staff related to participant engagement, de-escalation, crisis response, and daily operations
- Assist with onboarding and training of new staff by reinforcing program procedures, safety protocols, documentation standards, and operational expectations

- Reinforce program expectations related to participant engagement, incident reporting, documentation practices, and workplace professionalism
- Model professionalism, accountability, strong boundaries, participant engagement, and crisis response practices
- Support administrative and documentation-related tasks, including tracking participant information, assisting with data entry, and ensuring records remain organized, accurate, and up to date
- Assist with monitoring documentation completeness and following up with staff regarding missing, late, or incomplete documentation
- Support coordination and organization of program records, including participant files, incident reports, and internal tracking systems
- Maintain clear and organized records of program updates, incidents, operational concerns, and shift communications
- Assist staff in completing required documentation accurately, thoroughly, and within required timeframes
- Assist in maintaining a safe environment by supporting staff in monitoring participant behavior, responding to concerns, and reinforcing program expectations
- Support staff in effectively engaging participants experiencing crisis, behavioral health challenges, substance use concerns, homelessness, or other barriers to stability
- Reinforce trauma-informed, participant-centered, and culturally responsive service practices
- Respond appropriately to crisis situations and support de-escalation efforts while ensuring participant and staff safety
- Provide operational support during periods when the Interim Housing Manager is unavailable by assisting with coordination of staff and routine program operations
- Serve as the first point of contact for routine operational questions during manager absence
- Escalate incidents, safety concerns, staffing issues, compliance matters, or other significant concerns to the Director or designated leadership as appropriate
- Maintain continuity of operations during manager absence while operating within the scope of the role's non-supervisory responsibilities
- Maintain confidentiality and professional boundaries at all times
- Comply with agency policies, program requirements, funding regulations, and safety procedures
- Participate in required meetings, trainings, and professional development activities
- Perform additional duties, projects, and responsibilities as assigned by Supervisor in support of agency goals, program operations, and program outcomes, including responsibilities not specifically outlined in this job description

Knowledge, Skills & Abilities:

- Strong understanding of Housing First, Harm Reduction, Trauma-Informed Care, Motivational Interviewing, and the Coordinated Entry System
- Knowledge of homeless services systems, public benefits, and community resources available to individuals and families experiencing homelessness
- Understanding of barriers impacting participants experiencing homelessness, including domestic violence, behavioral health, substance use, and economic instability
- Knowledge of HMIS, CHAMP, and similar housing assistance or case management systems
- Ability to promote cooperation, teamwork, and commitment toward program goals
- Ability to exercise sound judgment and appropriately escalate concerns when needed
- Excellent verbal and written communication skills
- Ability to communicate professionally and effectively with participants, staff, leadership, community partners, and funders
- Ability to maintain professional boundaries and confidentiality

- Ability to work collaboratively with internal staff, County partners, community providers, volunteers, and diverse populations
- Ability to demonstrate professionalism and maintain composure in sensitive or high-stress situations
- Strong organizational skills and attention to detail
- Strong problem-solving, critical-thinking, and decision-making skills
- Ability to manage multiple projects, meet deadlines, and adapt to changing circumstances
- Strong time management and multitasking abilities in a fast-paced environment
- Ability to effectively engage participants experiencing crisis or high levels of stress
- Ability to respond appropriately to crisis situations and potentially hostile environments
- Ability to support staff and participants dealing with behavioral health, substance use, homelessness, and related challenges
- Ability to provide culturally responsive and participant-centered services
- Proficiency in Microsoft Office, Google Workspace, HMIS, and ability to learn new systems quickly
- Ability to operate standard office equipment
- Ability to maintain accurate records, documentation, and reporting requirements
- Ability to work a flexible schedule, including evenings, weekends, and emergency response services as needed
- Ability to travel throughout Antelope Valley and Los Angeles County; use of a personal vehicle may be required
- Ability to read and write in English; bilingual abilities preferred but not required
- Demonstrated accountability, reliability, punctuality, and attendance consistency

Role Clarification

This position is non-supervisory and does not conduct formal supervision, complete performance evaluations, issue corrective actions, approve schedules, or serve as the final decision-maker for staffing or program matters.

The Senior Interim Housing Specialist may provide operational coordination and workflow support but does not replace the Interim Housing Program Manager during absences. All supervisory authority, performance management, disciplinary action, and final decision-making responsibilities remain with the Interim Housing Manager or designated leadership.

This role is responsible for supporting operational consistency, reinforcing established procedures and expectations, and assisting with routine operational concerns while appropriately escalating complex, high-risk, staffing, compliance, or safety-related matters.

Qualifications & Experience:

- Minimum 2 years of experience in interim housing, shelter, or similar residential program
- Experience working with vulnerable populations strongly preferred
- Demonstrated ability to support team members and maintain operational consistency
- Experience with documentation, incident reporting, and program operations preferred
- Experience with Homeless Management Information System (HMIS)
- Relevant experience may be substituted for education.

Agency Requirements:

- Valid California Driver's License required
- Reliable transportation required
- Current auto insurance required
- Clean driving record required

Physical Demands & Work Conditions:

To successfully perform the essential functions of this position, an employee must be able to meet the following physical demands and work conditions:

- May interact with individuals experiencing crisis, illness, substance use, or challenges related to personal hygiene and safety awareness
- May encounter unpleasant environmental or sensory demands associated with substance use, mental health symptoms, or lack of personal care
- May experience crisis situations and potentially hostile situations, must be ready to respond quickly and effectively.

An employee is required to:

- Walk and climb stairs
- Handle, grasp and manipulate objects and equipment
- Reach above shoulder level and below waist
- Communicate effectively verbally and in writing
- Move quickly and safely between locations
- Perform repetitive hand, wrist, and finger motions
- Climb stools, steps, or ladders as needed
- Work outdoors in varying weather conditions
- Lift and carry up to 20 lbs.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions of the position. Employees requiring accommodations should notify Human Resources as soon as the need becomes known.

Benefits:

Health	Employee Assistance Plan	Paid Sick
Dental	Cafeteria 125 Plan	Paid Vacation
Vision	Retirement Plan	Personal Days
Life Insurance	14 Observed Holidays	

Schedule

Flexible schedule - 40 hours per week. Days and hours may vary and may include mornings, evenings, weekdays, weekends, and holidays based on program needs

Compensation:

Salary Range: \$24.00 - \$26.00 per hour, depending on qualifications and experience

This is a full-time, non-exempt position.

An Equal Opportunity Employer: Selection will be based solely on merit and will be without discrimination because of age, race, sex, religion, national origin, marital status, sexual orientation, mental or physical disability.

