



## Rental Assistance Supervisor Job Description

**Job Title:** Rental Assistance Supervisor  
**Job Category:** Social Services  
**Primary Location:** Los Angeles 90007  
**Department:** Workforce Development  
**Reports To:** Youth & Education Manager  
**Direct Reports:** None  
**Seniority Level:** Entry Level  
**FLSA Status:** Non-Exempt  
**Job Type:** Full Time  
**Travel:** No

### ABOUT CRCD

CRCD's mission is to better sustain, coordinate, and improve local planning, development, and community services that address the needs of low-income and working-class residents and small business in South LA. CRCD is committed to being a diverse and inclusive workforce that promotes equity in everything we do.

### POSITION SUMMARY

Under the management of the Youth and Education Manager, the Rental Assistance Supervisor will strengthen housing stability in preventing homelessness for the Project Tipping Point (PTP) students. The Rental Assistance Supervisor will work with the Housing and Supportive Services Department to address housing needs to our foster youth population and connect students to housing resources that's appropriate in fulfilling those needs by providing high-touch case management services, to accessing supportive service resources such as: housing navigation, rental assistance, childcare, etc.

The Rental Assistance Supervisor will be responsible for the outcome in housing improvement and health and wellness needs to support the diverse population of our PTP students. The Rental Assistance Supervisor will continue to build on our existing relationship with the Los Angeles Department of Children and Family Services to help connect PTP students to the AB12 extended foster care program, as well as housing resources and referrals to internal or external services that addresses the needs of LA Trade Tech College, Compton College, and Southwest College students. The Rental Assistance Supervisor will also be responsible for tracking housing stability through placement outcome, staff observation and retention of stable housing support that prevent future episodes of homelessness while enrolled in PTP. Data will be tracked through CRCD's internal data system and shared quarterly and/or annual through written reports and data analysis. The Rental Assistance Supervisor will interface with



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landlords, accompany youth to housing appointments, and assist youth throughout the entire housing search and move-in process. Once the young person is in housing, the Navigator will assist them in developing an individualized action plan, with a focus on housing stability, and will connect youth to community-based services to meet their ongoing needs.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

1. Responsible for working with PTP students to effectively assist in housing support, supportive service support, referrals, and Workforce Development services.
2. Assist in securing personal documentation to support with accessing supportive services.
3. Provide high-touch case management and housing stabilization services that address the needs and goals of their IAP, including but not limited to housing support, childcare, mental/physical health services, social service benefits, and legal services.
4. Build on existing relationship between CRCD, DCFS, and other supporting agencies that strengthen outcomes in housing and social service linkage.
5. Establish and cultivate relationships with landlords and other housing providers to build a portfolio of housing options for students.
6. Participate in care coordination meetings and other CRCD service provider related meetings.
7. Work closely with the Youth & Education Manager & CRCD's L&E Team to input timely & accurate data into our ETO data system.
8. Compile and submit quarterly/annually reports that track client status and supportive services.
9. Maintain accurate client case files of all required eligibility documents.
10. Attend staff development training as assigned.
11. Able to travel to multiple sites providing services and support.

### **MINIMUM QUALIFICATIONS**

1. 1-2 years' work-related experience or a bachelor's degree; or an associate degree and 2 or more years' experience providing housing-based support services to at-risk youth facing multiple barriers to housing stability.
2. Experience working with youth experiencing homelessness and housing instability, and/or have had experience in foster care, probation, mental health systems.
3. Reliable, flexible team player who works well with minimal supervision, who has a good work ethic, and an ability to set and maintain personal boundaries.



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4. Demonstrated ability to work on multiple projects simultaneously, and to meet deadlines.
5. Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate.
6. Proficient in Microsoft Office Suite.
7. Complete, maintain, and self-audit all case files, enrollments, and supportive service documentation, including daily/weekly tracking of case notes, services delivery, and progress towards outcomes.
8. Ability to create ETO database profiles and enter data in required databases, compile and submit reports that track clients progress and support services.
9. Demonstrated knowledge of community resources.
10. Bilingual in English/Spanish preferred

### **WORK ENVIRONMENT**

1. On occasion walk or drive to different local sites throughout the day.
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment.
4. May necessitate working in busy and loud environments.
5. May be exposed to elements like cold, heat, dust, noise, and odor.
6. Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
7. This is not a work-from-home position.
8. Experience working with foster youth.
9. Familiarity with DCFS, DPSS, financial aid, housing resources is a plus

### **RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES**

1. Encompass a "do whatever it takes approach" to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.
6. Demonstrate respect and courtesy toward others.
7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor and or executive team.*



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### BENEFITS

- Dental, Vision, Medical Benefits: CRCD is in the top 10% for excellent employee benefits for non-profit organizations. CRCD offers 85% employee paid and 50% dependent paid medical
- 401K eligibility to participate from day one and up to 3% matching after one year
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
- Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
- Pet insurance, Legal/ID Theft
- Generous work/life balance
- 14 Paid Holidays

CRCD is a mandatory vaccination employer for COVID-19 and its variants. COVID-19 vaccination is mandatory for employment. As such, all CRCD employees must be fully vaccinated against COVID-19, including new hires. All new hires must provide proof of vaccination on or before their start date; alternatively, new hires may request a medical or religious exemption on or before their start date. If a new hire requires a medical or religious exemption, CRCD will engage in the interactive process with the new hire; a new hire cannot begin working for CRCD until the medical or religious exemption application has been approved. Similarly, if a new hire is not yet vaccinated, CRCD will delay the start date until the new hire can provide proof of vaccination or approval of a medical or religious exemption application.

All candidates are subject to a criminal history check and meet CRCD's criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213)743-6193.

### ACKNOWLEDGEMENT

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Employee Incumbent Name

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Employee Signature

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Date

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