



## Housing Community Liaison

### Purpose Statement

A Community Liaison is a highly-trained individual that functions as a guide to individuals/families navigating the health and human services landscape in Northwest Arkansas. The Housing Community Liaison will work directly with individuals, providers in the community, and housing providers to assist individuals in becoming housing ready and accessing affordable housing. Their role is to help people connect to resources, build care teams using the innovative HARK technology, and encourage collaboration among providers.

### Position Relationship

**Reports to:** Director of Community Liaisons.

**Coordinates with:** Other Community Liaisons, individuals, families, housing providers, housing organizations, and Center for Collaborative Care Office Staff.

### Position Qualification

**“Suggested” experience and training:** Bachelor’s Degree; Case management and/or human service experience preferred

**“Desired” experience and training:** Master’s in Social Work, Education, Human Development, Psychology, or Counseling.

**Special requirements of the position:** Knowledge and awareness of the housing sector in NWA; ability to integrate in direct service settings, individual home settings, community settings, and at the Center for Collaborate Care.

### Essential Responsibilities

- Serve as a bridge between individuals and providers to increase client involvement in their care plans.
- Coordinate measures to ensure individuals have proper access to resource and treatment options.

- Conduct assessments with individuals to assist in determining relevant resources and guide individuals through the resource connection process.
- Create coordinated care pathways specific to the housing sector of NWA.
- Assist in getting individuals and families “document ready” for housing placement.
- Serve as a conduit of information between individuals, providers, and the Center for Collaborative Care.
- Conduct strategic outreach to engage individuals and/or providers in the HARK technology.
- Conduct strategic outreach to landlords to assist in placing individuals in affordable housing.
- Become highly educated in the human services sector of NWA.
- Develop trust and a positive working relationship with individuals, families, communities, and providers/organizations.
- Advocate for individuals and families.
- Assists in immediate crisis. All Community Liaisons will take “on-call shifts.”
- Develop a working relationship with other Community Liaisons.
- Organizes outreach to low income communities, community leaders and organizations to develop resources and build partnerships with the community members.
- Participates in the Center for Collaborative Care meetings and trainings.
- Identifies potential embedded and volunteer Community Liaisons within organizations and the community.
- Promotes organization and community collaboration.
- Refers individuals to appropriate outside organizations; provides follow up to insure the individual’s needs are met and outcomes of these services provide support for the

individual to achieve their goals.

- Responds to inquiries from a plethora of sources (e.g., individuals, organizations, providers) through offering information and/or direction.
- Conducts oneself in a manner consistent with the professional standards of the Center for Collaborative Care.