



# Job Description

<b>Department:</b>	Family Source Center	<b>Location:</b>	Panorama City
<b>Job Title:</b>	ULA Specialist	<b>Reports to:</b>	Program Manager
<b>Exempt/Non-Exempt:</b>	Non-Exempt	<b>Revision Date:</b>	4/2026
<b>Position Type:</b>	Full-Time (40hrs/week)	<b>JD Approved by:</b>	Lizz Diaz
<b>Pay Range</b>	\$22.00 - \$24.00	<b>Apply at:</b>	<a href="mailto:Tania.f@ecda.org">Tania.f@ecda.org</a>
<b>Hybrid</b>	5 days per week in the office.	<b>Office Based</b>	5 days per week in the office.

**\*\*Schedule is subject to change at the needs of the department.**

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### Position Summary & Funding Disclosure

The United to House Los Angeles (ULA) Specialist reports to the Family Source Center (FSC) Program Manager and provides targeted case management, outreach, application assistance, and support services to low-income individuals and families as part of the FSC ULA Income Support Program. The primary goal of this position is to support housing stability and prevent homelessness among vulnerable populations, including seniors and individuals with disabilities, through a client-centered, strengths-based approach. The position is responsible for ULA application assistance, eligibility screenings, and service planning. The ULA Specialist will maintain all required documentation and enter data into the Program's and Agency's electronic record-keeping systems in accordance with established policies, procedures, and timelines. This role involves engaging individuals and families to assess needs related to ULA ISP Program, housing stability, income support, and public benefits, while identifying strengths and available resources to support successful program participation. The ULA Specialist will collaborate with FSC staff and community partners to enhance access to services, provide basic benefits consultation within scope of training, and connect clients to appropriate internal and external resources. This position requires strong organizational, communication, and follow-through skills to effectively support clients throughout the application and service delivery process. This position requires regular in-person attendance and may include field-based work in the community. At least one evening and one weekend will be required to meet program needs and support outreach and service delivery activities.

***This is a grant-funded position with funding through February 2027. Continuation of this role beyond that date is contingent upon renewal of the grant, successful competitive bidding. ECDA has the possibility to renew to continue the program.***

### Role and Responsibilities

- Conduct targeted outreach to FSC clients and community partners to identify and engage eligible households for the ULA Income Support Program, with a focus on seniors and individuals with disabilities.
- Pre-screen and assess clients for program eligibility, including income, housing status, and risk of homelessness, ensuring alignment with ULA and /or FSC program requirements.
- Provide individualized case management and application support to eligible households, including assistance with completing online applications and gathering required documentation.
- Develop and maintain supportive, professional relationships with clients to promote engagement, trust, and successful program participation.
- Identify client needs related to housing stability, income support, and public benefits, and provide appropriate referrals and linkages to internal FSC services and external partners.
- Provide light-touch benefits consultations to clients regarding the potential impact of ULA income support on existing public benefits, following training and guidance provided by LAFLA.
- Refer clients with complex benefits or legal needs to appropriate legal service providers, including LAFLA, and coordinate follow-up as needed.
- Collaborate with FSC team members, including Housing Stability Advisors, Financial Coaches, and Case Managers, to ensure coordinated service delivery and support client goals.
- Maintain accurate and timely documentation of client interactions, eligibility determinations, application status, and service outcomes in required data systems.



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- Track outreach efforts, applications submitted, and client outcomes to support program reporting and performance goals.
- Participate in team meetings, case conferences, and trainings related to housing stability, benefits access, and program implementation.
- Support community outreach events, workshops, and enrollment efforts to increase awareness and access to the ULA program.
- Adhere to all agency, FSC, and funder requirements, including confidentiality, data integrity, and timely reporting.
- Assist with special projects and additional duties as assigned to support program operations and client service delivery.

*The duties and responsibilities described herein are representative of the nature and level of work performed and are not intended to be an exhaustive list. Duties may be modified, assigned, or reassigned in accordance with program needs, funding requirements, and organizational priorities.*

## **Qualifications and Education Requirements**

- Bachelor's Degree from an accredited college or university preferred,
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- This position requires COVID vaccination, unless a reasonable accommodation is approved.
- Must have great organizational skills, be detail-oriented, and be a self-starter with the ability to multitask.
- The ideal candidate should be personable and have experience in the social services field with familiarity in the mental health field.
- Candidates need to be motivated and able to communicate effectively and efficiently, both verbally and in written format.
- Strong computer literacy, including Microsoft Word, Excel, Access, Adobe PDF, Outlook, Google Drive, Internet, and other standard equipment.
- Must clear HIPAA certification, Department of Justice, and TB clearance.
- Must have a reliable vehicle/access to transportation, a valid California driver's license, and be responsible for all liability on the vehicle.

## **Comment**

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules and to computer, email, Internet, and dress code policies. Must have a valid California driver's license and use of a personal vehicle that has liability car insurance. Candidates will receive their required BBS supervisory ratio for the client services they provide.

The benefits of joining the ECDA team include (if eligible) health insurance, vision, dental, long-term disability, AD&D, life insurance, vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and disabilities. Employees must be able to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outbursts, etc.). Staff must have behavior management strategies and techniques for clients experiencing behavioral difficulties, positive behavioral interventions, and applied behavior analysis.

El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

## **Acknowledgment**



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- By signing below, I acknowledge that I have read and understand the position description for this position, including the working conditions listed below. I feel I am qualified to perform the duties of the position as described, including the physical and mental requirements outlined.
- By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodation:

Employee Name:		Date:	
Employee Signature:			
Supervisor Name:		Date:	
Supervisor Signature:			



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<b>Physical Demands:</b>			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Seeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Finger Movement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environmental Demands:</b>			
Outside:	Ability to spend 20% of work time outside		
Inside:	Ability to spend 80% of work time indoors		
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time		
Heat:	NA		
Cold:	NA		
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones		
Work with Others:	100% of time spent working and interacting with team and other departments		
Reading	Ability to read at a college level		
Writing	Ability to write at a college level		

**Disclaimer:** The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

**To apply or any questions, please email Tania Del Gatto at [Tania.f@ecda.org](mailto:Tania.f@ecda.org).**