

**JOB TITLE: Housing Locator**

**HOURS: Full time - 40 hours per week, M-F 8:00am - 5:00pm, with flexibility to meet landlord and client availability**

**JOB CLASS: Non-Exempt**

**SUPERVISOR: Program Manager**

**JOB SUMMARY:**

Under the direct supervision of the Program Manager, the Housing Locator will find housing options for clients that are consistent with the client’s needs such as budget, proximity to job and schools, etc. The Housing Locator is the Crisis House housing expert who educates and collaborates with the team and client about the best practices for housing preparation, search and placement. This position will build rapport with diverse individuals and will look for opportunities to educate the community about the housing needs of our clients. The Locator is similar to a salesperson in that they are actively developing new relationships in the community that will lead to housing placements. The Housing Locator is the primary liaison between Crisis House and the property manager before, during, and after the housing placement. The Locator keeps in touch with the tenant and landlord to ensure things are going smoothly. This process is an opportunity to strengthen the relationship with the landlord and helps the Locator stay abreast of any issues and new units coming on the market. The Locator is proactive in relocating clients, if necessary, to avoid an eviction while preserving future landlord referrals. This position is unique to the industry and should reassure landlords that Crisis House understands their needs, to create a mutually beneficial relationship for all involved.

**DUTIES AND RESPONSIBILITIES:**

1. Outreach in the community and with landlords to identify new and existing housing opportunities and build strong inventory of available housing options
2. Develop inventory of housing options that include affordable housing, supportive housing, market rate, shared housing, room rentals, sober living, subsidized housing, etc.
3. Maintain an up-to-date Housing Directory on the internal shared drive.
4. Meets with clients in locations that are convenient to them; will transport clients as needed to expedite housing placement.
5. Coordinate individualized housing needs assessment and housing plan to address barriers.
6. Assists clients to develop a realistic budget to guide the housing search, prepares clients to meet property managers with required paperwork, and advocates on their behalf to landlords.
7. Monitor client’s progress in their housing search plan and make adjustments as needed.
8. Provide housing counseling to address housing obstacles to placement.(criminal history, poor credit)
9. Maintain close collaboration with Case Managers/Housing Navigators to find housing that meets the clients’ interest and needs with the expected goal to maintain their housing.
10. Initiates the lease process and payment on behalf of the client. Monitors and supports clients and landlord post placement. Relocates client if needed and maintain referral business with landlord.
11. Keeps case manager/housing navigator appraised of client progress.
12. Perform unit inspections according to funding source requirements; determine reasonable rents based on HUD criteria.
13. Will coordinate client workshops on budgeting, housing search, the role of credit, and how to understand a lease in cooperation with Mission Federal Credit Union trainer, after hours.
14. Enter and maintain timely and accurate documentation of service delivery into HMIS/Clarity in accordance with policies and procedures.
15. Actively participate in Domestic Violence program case conferencing meetings to report progress on clients’ housing search and other needs they may have.
16. Assist with program events and activities.
17. Represents Crisis House in the community.
18. Supports the Resource Center services as needed.
19. Perform other related duties as assigned by immediate supervisor and other management as required.

**QUALIFICATIONS:**

Bachelor’s Degree in marketing, communications, social services or related fields preferred or equivalent high school diploma, some college course work, and property management experience and certification.

Two years of experience in assisting clients navigate housing obstacles that led to their successful placement in permanent housing; experience as a property manager or working directly with landlords is strongly preferred. Familiarity with the Housing First model and working with families fleeing domestic violence with knowledge of the principles of Trauma Informed Care is helpful. This person is an advocate with the landlord on behalf of the client and as such enjoys meeting new people and has the verbal proficiency to explain opportunities to landlords. Can demonstrate the ability to build and maintain partnerships with community providers.

Additional Education:

* Certification in Housing Quality Standards (HQS) preferred, or possesses the ability to obtain an HQS certificate within 30 days of hire.
* 40-hour Domestic Violence training certificate helpful, or possesses the ability to obtain this training post hire

Additional Experience:

* Demonstrate working knowledge of Fair Housing regulations and can articulate best practices in housing services for underserved populations.Knowledge of community resources.
* Demonstrate ability to apply independent judgment and problem solving in critical situations.
* Proficient with computer systems and software, including Microsoft Word, Excel, and Outlook.
* Experience with HMIS/Clarity preferred.
* Must have demonstrated ability to work independently and as a team

**OTHER REQUIREMENTS**

* Maintain a well-organized and clean work environment and meet deadlines.
* Have a valid driver’s license and own reliable insured vehicle.
* Live scan criminal background clearance
* Own reliable vehicle and able to pass insurance clearance to operate company mini-van.
* Attend appropriate workshops and opportunities to continually improve knowledge and skills.
* Ensure that suspected child, adult and senior abuse and neglect is reported following established agency policy for non-emergency and emergency reporting procedures.
* Maintains strict confidentiality at all times in communications.
* Perform other related duties as assigned by immediate supervisor and other management.

#### PHYSICAL ACTIVITIES AND WORK ENVIRONMENT

1. Operates equipment to include computer, telephone, faxes, copier, and motor vehicle.
2. Lifts and carries up to 25 lbs. regularly, occasionally up to 50 lbs. Alternates between standing and sitting. Requires computer work on a regular basis.
3. Work environment may be noisy and chaotic.
4. Requires some local travel.

Note: This organization reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

My signature below indicates that I have read and understand what is required of my position.

**Sign:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Crisis House is an equal opportunity employer and makes employment decisions on the basis of merit, qualifications and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability or veteran status or any other consideration made unlawful by federal, state or local laws.*

Send cover letter and resumes to: [resumes@crisishouse.org](file:///C:\Users\kathleen\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\Lucy\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\T333UK8O\resumes@crisishouse.org) ; Position is open until filled.