

## **HOUSING RESOURCES, INC. JOB DESCRIPTION**

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**JOB TITLE:** Housing Locator

**DEPARTMENT:** Housing Plus

**REPORTS TO:** Rapid Re-housing Coordinator

**DATE:** September 2021

**STATUS:** Non-Exempt

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**DIRECT REPORTS:** None

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### **BASIC PURPOSE:**

The Housing Locator is responsible for providing leasing assistance and implementation of property services/management within all HRI's departments. This may include recruitment and relationship management of landlords appropriate for HRI projects, matching eligible households with available rental units, developing, and maintaining successful partnerships with area landlords and program partners. Conducts or coordinates all agency HQS inspections, providing housing related information and community resource referrals to clients with the primary goal of assisting clients to stabilize their housing situation and remain in permanent housing. These functions are to be accomplished within the framework of established policies and procedures, under the overall direction of the Housing Plus Director.

### **PRINCIPAL ACCOUNTABILITIES:**

1. Aid in overall implementation of property services/management within all HRI's departments. Acts as the Agency expert regarding all issues related to landlord relations and property concerns. Maintain a solid understanding of HRI's menu of housing services including program guidelines, audit requirements and best practices.
2. Develop and foster landlord relationships including marketing the HRI programs and services, facilitating smooth working relations between landlords and tenants, providing conflict resolution services for complaints and lease violations from participating landlords, agencies and/or program participants to prevent evictions.
3. Assess clients' housing situations and make recommendations for goals, services needed and/or referrals needed.

4. Provide direct service assistance for all Rapid- Re-housing activities ensuring smooth transition from emergency shelter to affordable housing.
5. Calculate and monitor rent determination in addition to assisting rent burdened families/individuals by negotiating lease addendums to adjust rental costs based on household affordability through all program areas.
6. Responsible for securing and maintaining the availability of decent and affordable rental units in the community for occupancy by tenants, conducting assertive housing searches for HRI clients, and conduct and/or coordinate all agency HQS inspections.
7. Provide housing information and referral of community resources to the general public to enable independent problem solving and support housing stability; present information in group sessions; respond to agency staff calls; on-going assessment and screening for placement or exit of HRI programs.
8. Maintain an active knowledge of all HRI programs, including eligibility requirements and services available. Act as liaison between HRI and landlords throughout Kalamazoo County. Partner with Kalamazoo County organizations including human service providers and rental property owners to provide a collaborative effort for referral and supportive services.
9. Acts as HRI agency expert on tenant/landlord rights and responsibilities, acting as a negotiator/mediator as necessary to facilitate positive relationships. In addition, acts as the Agency's Fair Housing representative.
10. Maintain appropriate documentation and records, assist with data collection as necessary for reporting and program development. Survey tenants and landlords for program satisfaction/compliance and to evaluate/improve services provided.
11. Participate in consultation and team meetings as necessary to facilitate coordination and quality service delivery to clients. Attend HRI meetings related to agency services and/or staff training.
11. Collect and maintain a waiting list for homeless families/individuals for the Homeless Assistance Recovery Program (HARP). Works as liaison between partnering agencies and the MSHDA housing agents. Follow-up functions as required.
12. Participate in the development and evaluation of services provided by the Housing Plus Program.
13. Meet and maintain all contract outcomes/expectations.
14. Within the Housing Plus Services Continuum this position supports the HRI centralized intake and screening process in determining client and service delivery.

15. In the event of staff absences (i.e., paid time off, medical leaves of absence), will perform additional responsibilities as necessary to meet department and/or Agency outcomes and objectives. Execute cross-training/back-up processes to meet on-going direct client services to accomplish the Agency's mission to support housing needs.

**POSITION SPECIFICATIONS/SCOPE:**

MINIMUM EDUCATION/EXPERIENCE REQUIRED:

High school diploma required. Bachelor's degree in Public Administration, Sociology, or related field preferred.

One year of related social service experience preferably with a Section 8 housing program required.

KNOWLEDGE, SKILLS AND ABILITIES:

Demonstrated ability for independent problem solving. Knowledge of community resources. Strong organizational skills required. Basic computer skills are also required. Demonstrated management of customer satisfaction. Ability to coordinate the activities of others. Experience working independently and as a team member. Must communicate in large groups and with formal writing techniques. Demonstrated experience working with a diverse group of individuals. Must maintain confidentiality and possess a compassionate and professional manner. Professional work and punctuality habits are necessary to accomplish organizational goals. Maintain reliable transportation to and from work.

EQUIPMENT USED:

General office equipment, network-based computer, calculator

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INCUMBENT \_\_\_\_\_ DATE \_\_\_\_\_

MANAGER \_\_\_\_\_ DATE \_\_\_\_\_

HUMAN RESOURCES \_\_\_\_\_ DATE \_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.