

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Housing Locator I/II
<b>DEPARTMENT:</b>	Programs / Operations
<b>SUPERVISOR:</b>	Director of Housing Services for Families/Individuals

### SUMMARY OF RESPONSIBILITIES

Responsible for working with owners, landlords and property managers in the San Fernando Valley and surrounding Los Angeles regions to identify housing opportunities for homeless families and individuals coming through the HFSS and CES systems. As the Housing Locator, this position is responsible for introducing LAFH's programs and how they work to support families and individuals in housing. This includes educating prospective landlords, owners and management firms on how the homeless continuum system, rental assistance programs, Section 8/Shelter Plus Care. The position will also help educate on housing right laws and responsibilities—with the intention of mitigating any potential tenant-related matter, including deterrence of evictions. Additionally, this position is to provide support and guidance to landlords and property managers when issues in relation to participants housing occurs (e.g. late rents, neighbor issues, etc).

### SPECIFIC DUTIES

1. Set up meetings with new owners, landlords and property managers to discuss LA Family Housing's rental assistance and placement programs.
2. Perform site visits at all prospective sites to ensure they meet guidelines for habitability standards. This is a visual inspection of the exterior of the building and the interior of potential rental units.
3. Develop and maintain a database of landlords and management firms working with the program. This database should include a list of amenities specific to each respective site. This list should also delineate each property's category (e.g., market rate, affordable, permanent supportive, and Section 8, etc.).
4. Send out a daily notice to Housing Managers and Housing Stabilization Managers of any new housing availability. Ensure that both the Housing Manager and the Housing Stabilization Manager send you potential referrals (i.e. Candidate 1, Back-up 1, Back-up 2) to inform and schedule appointment/viewings with the respective landlord, manager, or owner. Follow-up to find out which referral will be accepted.
5. Provide advocacy as needed to help address issues and barriers between landlord and client. The goal of this position is to be the advocate to the landlord—yet ensure that the landlord is following state laws. Work in tandem with the housing coordination/stabilization team to address any client-related issue.

6. Perform inspections, post participant acceptance, of unit for habitability of actual unit. Ensure the FMR are within contractual obligations. Negotiate rent when necessary.
7. Educate landlords on how the short/medium-term rental subsidy program works including timeframe and potential payment breakdown. .
8. Educate landlords on the Section 8 program and other long-term subsidy programs. Encourage participation.
9. Build long-lasting relationships with these property managers, landlords, owners and firms to expand the scope of their participation. More specifically, with trusting relationships, we can turn no's into yeses.
10. Attend agency and community meetings as directed by supervisor.
11. Additional tasks, projects and responsibilities as assigned by supervisor.
12. Housing Locator II—Bachelors/Master's Level with experience in both sales and social services

**Performance Goals**

	<b>Required Performance Outcomes</b>	<b>Indicators</b>
1.	Liaise with community-based landlords to provide opportunities and soft-landings for families and individuals with housing needs.	Meet with and develop relationships with at least 10 new landlord/owner/management firms per month. This will be verified through various methods: <ol style="list-style-type: none"> <li>1) Will introduce at least 2 new landlords at weekly team meetings (or in weekly reports).</li> <li>2) Will host on-site quarterly landlord meetings/breakfast with at least 10 landlord partners to further strengthen and develop our partnerships</li> <li>3) Will track all placements with landlords in HMIS and in participant file.</li> <li>4) Will ensure participant housing stability through mitigating issues with landlords prior to them filing evictions. You will work in tandem with the housing stabilization team to manage the participant aspect while you manage the landlord expectations.</li> <li>5) Will follow-up with landlords that previously said no at least quarterly to check-in and see if they are willing to now try (persistence wins!)</li> </ol>

2.	Increase the number of placements into housing per month.	Placement of at least 15 families per month in buildings you have an entered into partnership with or have an ongoing relationship with.								
3.	The majority of housing locator time should be spent in the field developing new and managing ongoing relationships.	Expectation is that at least 65%-70% of time will be spent in the field making new employer contacts, as well as managing existing relationships.								
4.	Achieve individual performance targets and goals, contributing to the placement and outcome targets.	<p>Opportunities with new landlords:</p> <table border="0"> <tr> <td>Placements: Per Month:</td> <td><u>Months of Employment:</u></td> </tr> <tr> <td>5</td> <td>1-3;</td> </tr> <tr> <td>10</td> <td>3-6;</td> </tr> <tr> <td>15</td> <td>6+</td> </tr> </table>	Placements: Per Month:	<u>Months of Employment:</u>	5	1-3;	10	3-6;	15	6+
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5.	Provide strong post-placement support, including maintaining contact and recording interactions with both the landlord/owner/management firm and participant.	Retention rates to meet and/or exceed 80% for a period of 12 months. This will be verified through copies of paychecks in the participant files and noted in HMIS snapshots and case notes.								
6.	Increase participation by expanding types of clients or rental subsidy excepted	By developing relationships with landlords—there is an expectation that at least 5 landlords annually will start to work with more difficult/higher barrier folks AND that they will begin to accept other subsidy programs. These conversations need to occur regularly with landlords over time—by introducing and/or re-introducing new ideas.								

## ACCOUNTABILITY AND REVIEW

Position reports to: Director of Housing Services

Performance review: Annual

## DIRECT REPORTS

Number of employees receiving work direction: None

Position titles reporting to position:

N/A

## **MINIMUM QUALIFICATONS**

### • KNOWLEDGE AND SKILLS:

- Strong sales ability
- Demonstrated knowledge of fair housing laws and practices
- Strong understand of the homeless population and willingness to house those most vulnerable
- Ability to understand and explain complicated funding structures
- Tenant/landlord law and tenant/landlord/relations
- Creative problem-solving skills
- Strong advocacy skills
- Exhibit high-level of professionalism
- Excellent written and verbal communication skills
- Ability to work in a team and independently
- Bilingual: Spanish/English preferred, but not required
- Must have valid CA driver's license

### • EDUCATION:

Housing Locator I – BA and 3 years of sales background, ideally with a social service background or AA in sales/marketing with 5 years of experience.

Housing Locator II – Masters degree in Communication, Marketing or Sales-related field and 3 years of direct sales experience.

## **EMPLOYMENT CLASSIFICATION**

FLSA Status: Non-Exempt

Payroll Status: Hourly

Work Schedule: Full-time

## **PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport clients; Be able to enter various buildings that may require climbing stairs. Be subjected to

outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.

***With my signature below, I acknowledge that I have received a copy of the above job description. I understand that if I have questions regarding my job duties and or responsibilities, I should contact my immediate supervisor or the Human Resources Department.***

Name \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_