



POSITION: HOUSING LOCATOR / MATCHER
REPORTS TO: PROGRAM MANAGER
CLASSIFICATION/FLSA: FULL-TIME/NON-EXEMPT

Position Summary:

The Housing Locator is responsible for working with landlords, property managers, leasing agents, and housing providers, to identify housing opportunities for homeless families. The Locator will promote UBH's programs and how they work to support families in housing. This includes educating prospective landlords, owners and management firms on the homeless continuum system, rental assistance programs, Section 8, and other housing assistance. Also, educate participants on landlord/tenant rights and responsibilities – with the intention of mitigating any potential tenant-related matter, including deterrence of evictions. Additionally, this position will provide support and guidance to landlords and property managers when issues in relation to participant's housing occurs (e.g. late rents, neighbor issues, nuisance, etc.).

DUTIES AND RESPONSIBILITIES:

- 1) Recruit landlords to participate in UBH housing programs by offering rental units to UBH clients. Develop and maintain relationships with private, public, and nonprofit landlords, including municipal housing departments.
- 2) Identify and secure different types of housing opportunities including affordable housing, low-income units, project based Section 8, permanent supportive housing, shared housing, co-ops, mobile homes, special needs housing, set-asides, etc.
- 3) Perform site visits at all prospective sites to ensure they meet guidelines for habitability standards.
- 4) Develop and maintain a database of landlords and management firms working with the program, including a list of available units and amenities specific to each respective site.
- 5) Maintain an up to date "Housing Kiosk" of current and upcoming open units, along with its eligibility criteria.
- 6) Address client barriers to eligibility, such as prior evictions, and negotiate with landlords on client acceptance for units.
- 7) Ensure the FMR are within contractual obligations. Negotiate rent when necessary.
- 8) Network with collaborating entities providing housing, including affordable housing providers/developers, LeaseUp, HACLA, HACOLA, etc. Collaborate with other partner agencies to utilize their housing placement slots for UBH clients.
- 9) Provide training to program staff on how to complete housing application for each type of housing opportunity, including Section 8 or Shallow Subsidy for example.
- 10) Pre-screen UBH clients in attempt to properly match eligible participants to proper unit.
- 11) Schedule appointment/viewings with the respective landlord, and follow-up to find out status of referrals and potential move-in dates.
- 12) Assist case managers in all aspects of locating and securing permanent housing (identifying housing resources, communicating and negotiating with landlords,



processing and submitting application, advocating for participants, coordinating the enrollment/leasing process, etc).

- 13) Provide advocacy as needed to help address issues and barriers between landlord and participant. Work in tandem with the housing case manager/stabilization team to address any participant-related issues. Respond (liaison) to complaints from landlords and participants related to housing issues.
- 14) Participate in staff meetings, case reviews and other relevant trainings.
- 15) Assist in maintaining case files, records, and other required documentation related to housing placement; and the preparation of periodic reports.
- 16) Assist in the establishment and maintenance of landlord appreciation / engagement events.
- 17) Other duties as assigned.

QUALIFICATIONS AND EXPERIENCE:

- 1) BA degree and two years of experience in social services or sales background in sales/marketing with 2 years of experience in human services or significant work experience relevant to the position.
- 2) Strong sales and advocacy skills. Mediation and negotiation skills preferred.
- 3) Experience working with landlords preferred; as well as experience working with homeless populations.
- 4) Demonstrated knowledge of various housing opportunities for homeless and special needs populations.
- 5) Must have a thorough knowledge of fair housing laws and practices.
- 6) Must have excellent oral and written communication skills.
- 7) Exhibit high-level of professionalism.
- 8) Ability to work independently and problem solve.
- 9) Demonstrated knowledge of housing search skills including housing location, filling out housing applications, and the lease-up process.
- 10) Ability to coach housing search skills to participants in individual or group setting.
- 11) Knowledge of Harm Reduction and Housing First models of service delivery.
- 12) Ability to network and build relationships; locate and develop housing contacts.
- 13) Ability to act as a liaison between the participant and landlord/property owner to resolve issues.
- 14) Ability to maintain clear personal and professional boundaries.
- 15) Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.
- 16) Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- 17) Ability to respond responsibly in emergency and crisis situations.
- 18) Basic computer skills including use of Microsoft Office Suite programs as well as other database systems i.e. HMIS.
- 19) Knowledge of community resources.

MANDATORY REQUIREMENTS:

- 1) Employment Eligibility Verification
- 2) Reliable transportation
- 3) Updated tuberculosis test



- 4) Successful completion of background screening.
- 5) CPR/First Aid training
- 6) Driving is an essential function of this position
- 7) Must have Valid CA Driver's License
- 8) Must provide proof of insurance coverage
- 9) Must be able to qualify for UBH insurance coverage

WORK ENVIRONMENT:

The employee may be in contact with families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations.

TO APPLY:

To be considered for a position, email resume to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email.