**JOB DESCRIPTION**

**LANCASTER COUNTY HOMELESSNESS COALTION**

**&**

**TABOR COMMUNITY SERVICES**

(Equal Opportunity Employer)

Job Title: **Housing Location Specialist (HLS)**

Program: Community Housing Solutions

Date written/revised: October 2020

**Basic Functions**:

The following duties will be performed by the Full Time Housing Location Specialist employed and supervised by Tabor Community Services in behalf of the Lancaster County Homelessness Coalition (LCHC):

1. Develop and maintain working relationships with Lancaster County landlords and property managers for the purpose of locating and securing affordable housing for households who are experiencing homelessness and who are being served by community rapid re-housing programs (RRH).
2. Work directly with each household, in coordination with their case manager, and prospective landlords/property managers to obtain permanent housing for the household.

**Specific Functions**

1. Proactively seek affordable rental housing units throughout Lancaster City and County on behalf of individuals and families being served by RRH programs.
2. Educate landlords/property managers on the needs of people experiencing homelessness and identify those who are willing to rent to them.
3. Assist in the development and implementation of efforts to recruit landlords
4. Respond within 2 business days to all referrals from RRH programs for housing location services. Meet with client and their case manager to begin the housing search process.
5. Contact landlords/managers on behalf of individuals/families in need of housing and arrange showings.
6. Provide mediation and advocacy on clients’ behalf with landlords/managers to develop a workable plan for obtaining and maintaining housing.
7. Maintain on-going relationships with landlords/managers and act as a liaison between them and tenants as needed.
8. Negotiate leases on behalf of and in collaboration with clients and their case managers.
9. Attend lease signings.
10. Conduct physical inspection of rental units for habitability and to ensure their compliance with lead safety and HUD standards.
11. Provide clients with basic tenant/landlord rights and responsibilities information.
12. Create and maintain consistent communication channels, both verbal and written, between tenants, case manager and landlords.
13. Maintain accurate daily logs records, monthly outcome reports, and files for each client.
14. Transport clients as deemed necessary and within Tabor’s personal safety protocols.

**Other Functions**

1. Ensure all required documents are uploaded into HMIS system, maintain up to date case notes in HMIS
2. Assist manager with various required program reports
3. Attend relevant professional development events
4. Assume other responsibilities assigned by the Community Housing Solutions manager

**Supervision Exercised**: None

**Supervision Received**: The Housing Location Specialist reports to the Manager of Community Housing Solutions

**Minimum Knowledge, Skills and Abilities**

1. Education - 2 years of post-secondary education required; Bachelor’s degree preferred.
2. Experience – One year of relevant experience required; two or more years preferred.
3. Commitment to the Housing First philosophy.
4. Negotiation and sales skills essential.
5. Understanding of the interests and concerns of landlords/property managers required; experience working in rental housing field preferred.
6. Ability to work and negotiate with landlords/managers and develop effective working relationships with them.
7. Knowledge of available affordable rental housing in the County, building codes and safety standards for rental housing.
8. Knowledge/understanding of tenant’s rights and responsibilities
9. Excellent communication skills especially in listening and mediation.
10. Strong organizational skills with ability to meet a demanding workload.
11. Detail orientation to complete requirements of files and contract compliance.
12. Fluency in English language is required; fluency in Spanish additional asset.
13. Experience using computers and knowledge of Microsoft Office.
14. Sensitivity to cultural and socio-economic characteristics of population served.
15. The ability to establish respectful relationships with RRH clients and empower them to solve their own problems.
16. The ability to work collaboratively with other personnel and/or service providers.
17. Valid driver’s license and legal vehicle that is registered, inspected and insured.
18. Willingness to travel throughout Lancaster city and county.

**Classification:** **Regular Full-Time Employment** – Staff members who work 40 hours per week, year round. They are eligible to receive all benefits once they have met requirements described in Personnel Policies Handbook.

The above is intended to describe the general content of and requirement for performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. I have read and understand the responsibilities and requirements of this position for which I have been employed by Tabor Community Services.

Signature of Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_