



## **Housing Locator**

### **Position Description**

Department: Housing Choice Voucher  
FLSA Status: Part-time (less than 30 hours / week), Non-Exempt  
Position Type: Temporary  
Reports To: HCV Director  
Benefits: Partial; Pension Only

#### **Description:**

The Housing Locator is an essential team member in the organization's programs that assist individuals and families to move out of homelessness and into permanent housing. The Housing Locator works closely with prospective landlords, partner landlords, program participants, case managers, and program directors. The Housing Locator is often the "face" of our organization to the landlord community and is a key player in creating housing options for program participants. This position reports directly to the HCV Director.

#### **Duties:**

##### **ESSENTIAL DUTIES**

The statements contained below reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.

An essential function is a duty or responsibility that is critical or a unique component of the job and is required to be performed with or without reasonable accommodations.

- Search daily online and all available resources for affordable rental housing options.
- Follow up with landlords to recruit them to become landlord partners in the programs.
- Develop a marketing plan to include promotional materials, leave-behinds, and other written materials for landlords.
- Market the program to prospective landlord partners by visiting their properties, making presentations to associations and groups, holding landlord recruitment events, and so on.
- For rental units accessible to program participants, and similar requirements depending on funding source.
- Create, maintain, and regularly update the housing options inventory with detailed information to assist in matching program participants with housing options that are suitable.
- Create and update appropriate forms for use in the housing process including, but not limited to, the "Know your Lease" form, housing move-in checklists, etc.
- Working with case managers, match program participants' needs and choices with housing options.
- Working with case managers, provide mediation and advocacy with landlords as needed to resolve concerns or problems to help the program participant maintain stable housing.
- Create and maintain consistent communication channels with all parties involved in a particular housing situation, including the landlord, tenant, case manager, legal services partner, and other collaborating partners.
- Serve as an ongoing liaison between landlords and program participants, as well as between participants and neighbors.

- Understand the basics of landlord-tenant law, rental contracts, and fair housing requirements, to assist landlords, program participants, and case managers.
- Maintain complete and accurate files on landlords, housing options, housing placements, correspondence, critical incident reports, and other files as required.
- Collect and report program data including, but not limited to, HMIS reporting, grant compliance, and other data required by program directors and/or funders.
- Provide immediate updates regarding housing openings, housing placements, and potential housing options, as needed by team members.
- Complete required monthly and annual report forms.
- Perform related duties and responsibilities as required.

## CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position.

- **Problem Solving Expertise:** Identifying and defining problems/goals including scope and sequence of priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking challenges, demonstrating an “I care” attitude, approaching others in a pleasant, happy, upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or extra effort to get the job done; available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles; utilizes planning tools and methods for prioritizing, organizing and following through.

## **Qualifications:**

### MINIMUM REQUIREMENTS

- Bachelor's Degree in communications, Marketing, or Human Services preferred.
- At least two years' experience in human services, property management or leasing, public relations, or similar field.
- Excellent communication skills, particularly listening, verbal communication, mediation, and writing skills.
- Demonstrated organizational skills with ability to meet a demanding workload and work with a diverse set of stakeholders.
- Detail oriented to complete requirements of files, housing options inventory, data tracking, and contract compliance.
- Creative thinker/adaptive personality.
- Understanding of basic landlord-tenant responsibilities.
- Fluency in the English language is required. Spanish speaking ability is an added asset, but is not required.

- Experience with computer and knowledge of Microsoft Office.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- Florida Class “E” driver’s license and be insurable by PCHAs liability and fleet insurance carrier.

## QUALIFICATION PROCEDURES

Applications will be reviewed for relevant experience, education and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral or performance examinations. Responses to supplemental questions are required if applicable.

## KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Computers and ability to operate PCHA software.
- Office procedures, methods, and equipment with particular reference to the receiving of and accounting for money.
- General operation and procedures of a Public Housing Agency (PHA) and knowledge of the laws, regulations, rules, policies and procedures relative to the management of HCV Programs.
- HUD and federal regulations as it relates to the Program, to include HUD forms, policies and procedures.
- Eligibility requirements for HCV Program to include HCV admissions and continued occupancy policies and procedures.
- Community resources to assist participants and the program.

Ability to:

- Deal tactfully and effectively with the general public and civic and community organizations or individuals from a variety of social and economic backgrounds.
- Interpret the federal rules, regulations and policies of HCV program as needed to ensure compliance with HUD policies and procedures.
- Interact with others (co-workers, supervisors, PCHA officials and the general public) to include courtesy, tact and diplomacy as needed to establish and maintain effective working relationships.
- Work independently with little supervision to include motivating self, managing time, and prioritizing as needed to determine which tasks require intervention by others and those that can be handled independently as needed to ensure work duties are completed in an accurate and timely manner. Strong attention to details, able to work in a face-paced, time sensitive environment.
- Read, write and comprehend simple instructions, correspondence and memos in English.
- Effectively present information in one-on-one and small group situations to customers, clients and other employees of the Authority.
- Apply common sense understanding to carry out instruction furnished in written, oral or diagram form.
- Communicate clearly and concisely, both orally and in writing.

## PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office environment.
- Driving a vehicle to conduct work occasionally.
- Work Monday – Friday; some overtime and weekends may be required, hours to be determined.

- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials and to drive.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Operate mailing and other equipment.
- Contact with dissatisfied or abusive individuals.

## ADA STATEMENT

In compliance with the Americans with Disabilities Act, the Pinellas County Housing Authority will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an “undue hardship” on the operation of the employer’s business.

## ETHICS

As a governmentally funded agency, PCHA is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

## DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.

PCHA is an Equal Opportunity Employer.

**To apply, please send your resume to Human Resources via email, [employment@pinellashousing.com](mailto:employment@pinellashousing.com) or via fax at (727) 489-0779.**