**JOB DESCRIPTION**

**TENFOLD**

(Equal Opportunity Employer)

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

Program: CHS/STIL.

Date written/revised: July 2021

**Basic Functions**:

The following duties will be performed by the Full Time Housing Location Specialist employed and supervised by Tenfold:

1. Develop and maintain working relationships with Lancaster landlords and property managers for the purpose of locating and securing housing for residents residing in Lancaster City and County.
2. Work directly with each household, in coordination with Tenfold services and programs, and prospective landlords/property manages to obtain permanent housing.
3. Develop relationships with residents, work to develop budgets, and set housing goals to achieve stable housing.

**Specific Functions**

1. Proactively seek affordable rental housing units throughout Lancaster City and County on behalf of individuals and families who live in Lancaster City (and other geographies potentially, subject to community needs).
2. Coordinate with other members of Tenfold’s Community Housing Solutions program and partner organizations to ensure residents utilize available financial assistance and educational resources
3. Assist in the development and implementation of Tenfold’s efforts to recruit new landlords to rent to program clients.
4. Develop relationships with landlords and property managers who are offering quality affordable rentals
5. Educate landlords/property managers on the needs of housing vulnerable individuals and advocate for individuals who may have barriers to securing a rental unit.
6. Maintain information on available rental units, share it with clients and other housing locators.
7. Develop financial budgets with residents to determine the cost of housing they can afford and set housing goals.
8. Develop relationships with case managers and service providers
9. Contact landlords/managers on behalf of individuals/families in need of housing and arrange showings.
10. Provide mediation and advocacy on clients’ behalf with landlords/managers to develop a workable plan for obtaining and maintaining housing.
11. Advise residents on housing related matters
12. Maintain on-going relationships with landlords/managers and act as a liaison between them and housing assistance programs and services.
13. Negotiate leases on behalf of and in collaboration with clients and their case managers.
14. Attend lease signings.
15. Conduct inspection of rental units for habitability and to ensure their compliance with lead safety and HUD standards.
16. Provide clients and landlords with basic tenant/landlord rights and responsibilities information.
17. Create and maintain consistent communication channels, both verbal and written, between tenants and landlords.
18. Maintain accurate daily logs records, monthly outcome reports, and files for each client.

**Other Functions**

1. Ensure records are up to date in information management systems.
2. Attend relevant professional development events.
3. Assume other responsibilities assigned by Tenfold leadership.

**Supervision Exercised**: None

**Supervision Received**: Reports to Program Manager, CHS/STIL departments

**Minimum Knowledge, Skills and Abilities**

1. 2 years of post-secondary education required; Bachelor’s degree preferred.
2. One year of relevant experience required; two or more years preferred. Experience working in rental housing field preferred.
3. Commitment to housing as a human right.
4. Negotiation and sales skills are essential.
5. Ability to understand the interests and concerns of landlords/property managers, and develop effective working relationships with them.
6. Knowledge of available affordable rental housing in the County, building codes and safety standards for rental housing.
7. Knowledge/understanding of tenant’s rights and responsibilities
8. Excellent communication skills especially in listening and mediation.
9. Strong organizational skills with ability to meet a demanding workload.
10. Detail-orientated to complete requirements of files and contract compliance.
11. Ability to speak, write, and understand English is required; fluency in Spanish preferred.
12. Proficiency using computers and Microsoft Office.
13. Sensitivity to cultural and socio-economic characteristics of population served.
14. The ability to establish and maintain respectful relationships and healthy boundaries with residents.
15. The ability to work collaboratively with other personnel and/or service providers.
16. Valid driver’s license and a vehicle that is registered, inspected and insured

**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 Tenfold’s Handbook. This position is paid hourly and is non-exempt from overtime.

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 Tenfold.

Employee Signature: Date:\_\_\_\_\_\_\_\_

*Equal Employment Opportunity*

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.