

LA FAMILY HOUSING

POSITION DESCRIPTION

POSITION TITLE:	Housing Location Coordinator	FLSA STATUS:	Non-Exempt
DIVISION:	Programs – Housing Navigation	PAYROLL STATUS:	Hourly
LOCATION:	North Hollywood, CA	WORK SCHEDULE:	Full-Time

SUMMARY OF THE ORGANIZATION

LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people's lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts more than 7,300 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties expand enables access for vulnerable groups to permanent homes and our services are helps them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately, move more people home, together. Join the fight to end homelessness and make a difference in people's lives at LA Family Housing!

SUMMARY OF RESPONSIBILITIES:

The Housing Location Coordinator is responsible for developing relationships with community housing partners (e.g. property owners, property managers, management companies) to secure leads and housing opportunities for participants enrolled in the Program. This position requires a strong commitment to identifying housing partners willing to work with people experiencing homelessness. The Housing Location Coordinator will create and maintain a database of housing leads to be used by housing navigators and participants to find potential housing. This position requires extensive fieldwork, the ability to work independently and on a team, and a commitment to seeking creative housing solutions by developing a comprehensive plan to strategically outreach new housing opportunities. Willingness and ability to drive throughout LA County is required.

SPECIFIC DUTIES:

- Travel throughout Los Angeles County and build a database of videos and photos of the agency's housing units – This is 65% of the duties required for this position
- Assist Housing Locators with the following duties:

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The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this classification.

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- Actively identify and develop relationships with property managers, property owners, and property management companies to educate them on the program and engage them as partners with the intent to secure housing leads for program participants
- Develop and maintain a database of affordable housing resources for reference in locating appropriate housing and routinely connect with housing partners to inquire about available vacancies
- Provide listings from housing authority, internet (e.g. Craigslist), and internal database of landlords/management firms/owners
- Creatively strategize and identify new housing opportunities beyond the traditional one bedroom apartment, including shared housing opportunities, rooms for rent, and other available living situations in alignment with program goals
- Acquire new permanent housing opportunities within the community for people experiencing homelessness
- Regular collaboration with program team members to assess program participants' housing needs and to determine the best housing match available
- Connect participants to potential landlords through direct contact or through the housing coordinator. Support client through lease-up process, as needed
- Maintain a database of housing leads and outcome data for reporting purposes; provide information on affordable housing resources for inclusion in the housing resource-listing database
- Outreach community organizations (e.g. Neighborhood Councils, Faith Based Organizations, Apartment Owners Association) to engage and educate new community and housing partners. Organize outreach events to inform and recruit the partnership of new permanent housing providers
- Follow up with property owners after housing placement and liaison between program client and housing partner, as needed
- Maintain landlord relationships
- Attend agency and community meetings as directed by supervisor
- Additional tasks, projects, and responsibilities as assigned by supervisor

ACCOUNTABILITY AND REVIEW:

Position reports to: Director of Location, Matching & Policy

Performance review: Annual

DIRECT REPORTS:

Number of employees receiving work direction: Zero (0)

Position titles reporting to position: N/A

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MINIMUM QUALIFICATIONS:

KNOWLEDGE AND SKILLS:

- Passion for ending Homelessness
- Travel is a regular duty of this position and is required (65%-70%) of the time
- Employs a “Whatever it Takes” approach in service delivery
- Strong preference for abilities related to photography and database entry skills
- Sales background or ability to sell is preferred as it relates to maintaining landlord relationships
- Must be willing to drive extensively throughout Los Angeles County
- Demonstrated knowledge of housing search skills including housing location, filling out housing applications, and the lease-up process
- Ability to teach housing search skills to participants in individual or group setting
- Knowledge of Housing First best practices and tenant/landlord law and tenant/landlord relations
- Creative problem-solving skills
- Must be able to perform extensive charting, electronic data entry and documentation
- Strong advocacy skills
- Excellent written and verbal communication skills
- Ability to work in a team and independently
- Bilingual in Spanish highly preferred
- Must have and maintain valid CA driver’s license in good standing
- Maintain and execute confidential information according to HIPAA standards
- Obtain and maintain CPR/First Aid Certification
- Ability to pass post offer Tuberculosis (TB) clearances
- Ability to work a 9/80 work schedule

EDUCATION AND EXPERIENCE:

- BA in social services preferred or an AA degree required
- Work experience in sales/ real estate preferred
- Work experience in social services preferred
- Basic technology skills (e.g. smartphone, data base entry) required

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 may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client’s use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations Employee is required to:

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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.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

BENEFITS

Health, Dental, Vision, Life, Voluntary Life, 403B Retirement Plan, 529 Education Savings Plan, Long Term Disability, Employee Assistance Program, AFLAC Policies, AFLAC FSAs, Legal Policy, Employee Appreciation Program, Company Sponsored Employee Outings, 9/80 Alternative Work Schedule, Paid Sick, Vacation and 12 Observed Holidays.

EQUAL EMPLOYMENT OPPORTUNITY

LAFH is committed to providing equal employment opportunities for applicants and employees.

FAIR CHANCE INITIATIVE

LAFH is in compliance with the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories.

HOW TO APPLY:

Email your resume and cover letter to HR@lafh.org