

Sacramento Self Help Housing Job Description

Employee's Name:
Job Title: Housing Locator
Department: **Housing Services**
Reports To: **Director of Housing Services**
FLSA Status: **Non-exempt**
Prepared By: **HR to Go**
Prepared Date: **April 2018**

Summary: The Housing Locator reports to the Director of Housing Services and is responsible for interviewing individuals and families who are enrolled with various Housing Counseling programs and looking for temporary or permanent housing in Sacramento County.

Employment decisions of personnel will be made solely on the basis of merit, skill, training, ability, and qualifications without discrimination with regard to: race, age, color, religious creed, gender, genetic information, genetic characteristics, gender identity, gender expression, transgender status, religion, marital status, military status, age, national origin or ancestry, physical or mental disability, medical condition, pregnancy, sexual orientation, or any other consideration made unlawful by federal, state or local laws.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- **Interviews clients and makes appropriate housing referrals.**
- **Administers the Housing Intake Barrier Assessment.**
- **Assists people in removing barriers to maintaining current housing.**
- **Assists participant with acquiring documentation (ID, social, proof of income).**
- **Coordinates services and referrals.**
- **Collaborates with other service providers.**
- **Develops relationships with local community based organizations to find services for unsheltered participants.**
- **Attends regular meetings with clients, stakeholders and other organizations as required.**
- **Advocates, make appointments and transport clients when needed**
- **Provides assistance locating, obtaining, and maintaining permanent housing.**
- **Assists participants with the move-in process.**
- **Follows up on the phone and in person with clients to offer further assistance.**
- **Provides mediation or referral to appropriate housing opportunities and services.**
- **Provides tenant education and on-going support to participants.**
- **Performs other related duties as required to support the mission of the organization and the program.**
- **Regular, predictable attendance is required.**
- **Ability to get along and work effectively with others.**

This job description in no way states or implies that these are the only duties to be performed by the employee. The employee will be required to follow any other instructions and to perform any other duties deemed to be within the scope of their responsibilities, and requested by their supervisor in support of the overall mission of Sacramento Self Help Housing.

Supervisory Responsibilities: **This job has no supervisory duties.**

Measures of Performance: **The Housing Locator shall be considered to be performing in an acceptable manner when the following have been accomplished:**

- ***Customer Service*** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- ***Interpersonal Skills*** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- ***Written Communication*** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- ***Attention To Communication*** - Ensures that others involved in a project or effort are kept informed about developments and plans; Ensures that important information from his/her management is shared with his/her employees and others as appropriate; Shares ideas and information with others who might find them useful; Uses multiple channels or means to communicate important messages (e.g. memos, newsletters, meetings).
- ***Managing People*** - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- ***Quality Management*** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- ***Diversity*** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.
- ***Ethics*** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

- ***Organizational Support*** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- ***Provides Motivational Support*** - Recognizes and rewards people for their achievements; Acknowledges and thanks people for their contributions; Expresses pride in the group and encourages people to feel good about their accomplishments; Finds creative ways to make people's work rewarding.
- ***Professionalism*** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- ***Adaptability*** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
- ***Dependability*** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.
- ***Teamwork*** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Degree in related field from college or technical school; or two years related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, members, governmental bodies/boards and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet and sometimes noisy.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the "Essential Requirements" of the job outlined herein, except as noted here (If none, so state):

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

- **I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.**
- **I require an accommodation in order to perform the essential function of this job as**

indicated on this job description. The accommodation I require is:

I certify that I am fully capable of completing all of the responsibilities documented herein and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is "at will," for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

Employee's Signature

Date

Supervisor's Signature

Date