Sacramento Self Help Housing
Job Description

Employee's Name:
Job Title: **PRTS Housing Locator**
Department: Property Related Tenant Services (PRTS)
Reports To: Property Related Tenant Services (PRTS) Assistant Director
FLSA Status: Non-exempt
Prepared By: HR to Go
Prepared Date: June 2021

Summary: The Housing Locator reports to the PRTS Assistant Director and is responsible for assisting individuals and families fine and obtain permanent rental housing as part Property Related Tenant Services (PRTS). The Housing Locator also works closely with PRTS Housing Coordinator in providing documentation for program eligibility and applying for a SHRA Housing Choice Voucher (HCV).

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.

- Engages with clients in variety of locations including SSHH office, local park, emergency shelters, makeshift campsites, etc.
- Interview clients and Administers the Housing Intake Barrier Assessment. Review ROI for current and applicable practices. Obtain signature and or updates to ROI.
- Contact housing providers for qualifications, application process, property information, lease terms and gain a repour with properties for client placements. Keep data base updated of property information.
- Retains and apply thorough knowledge Fair Housing and HUD regulations.
- Assists PRTS Housing Coordinator to collect information and signatures for Housing Choice Voucher (HCV) applicants.
- Assist client to gather or apply for necessary documents to provide to housing providers (i.e. CDL, ID, Social Security Card, Birth Certificates, Income/Asset Verifications, etc.).
- Assist client in locating, applying and maintaining permanent housing. Continual follow up with client and property. Advocate for client as necessary.
- Prepares and supports clients for housing interviews with landlords, at housing determinations, voucher issuance sessions with Sacramento Housing and Redevelopment Agency (SHRA) and move in.

- Update SHINE and HMIS data bases on a continual basis. Keep client files current and organized.
- Obtain required documents to submit a check request for clients housing.
- Provides transportation assistance to clients to SHRA appointments, apartment/housing viewings, move-in appointments, landlord interviews and other appointments deemed necessary.
- Contributes to the development of a positive relationship and open communication between client/tenant and their housing management.
- Educates clients on tenant rights and responsibilities, including how to communicate effectively with the PRTS Team, SHRA, property management staff and other participating entities. Provide support for clients to attend Fair Housing/Renter's Helpline workshop, Ready to Rent, provide Landlord Tenant Handbook.
- Shop for household items as needed & assist with setting up the household.
- Attends team meetings and trainings.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.
- Performs other related duties as required to support the mission of the organization and the program.

Supervisory Responsibilities: This job has no supervisory duties.

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

1. *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.

2. *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.

3. *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.

4. *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 client is shared 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).

5. *Quality Management* - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

6. *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.

7. *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.

8. *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.

9. *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.

10. *Safety and Security* – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

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: High School graduate. One or more experience working with individuals experiencing homelessness, with a demonstrated ability to gently and effectively maintain boundaries and hold others accountable and create an atmosphere of teamwork. Experience with maintaining compliance with Housing Programs, homelessness issues, domestic violence and poverty issues. One year experience in property management in C or D classified property or similar 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, and percentage.

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 must have working 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.

Other Qualifications: Extensive local travel required. Must have reliable personal transportation.

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 moderate.

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): _____

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_____

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

☐ I require an accommodation in order to perform the essential function as indicated on this job description. The accommodation I require is:

_____

I certify that I am fully capable of completing all of the responsibilities 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