



POSITION DESCRIPTION

Position Title:	Shelter Services Housing Liaison (2 Liaisons, 1 Lead Liaison)
Candidate:	VACANT
Department:	Shelter Services
Supervisor:	Associate Director of CES and Clinical Case Management
FLSA:	Regular Full Time 40 hours/Hourly/Non-Exempt/Full Benefits
Wage:	\$27 (\$29.00 for LEAD)
Effective Date:	TBD

Under the supervision of the Shelter Operations Manager, the Agency's Landlord Liaison will engage community landlords/ property owners as effective partners to assist clients in obtaining housing. This position will preserve and expand the quality and quantity of available affordable permanent housing options for people facing homelessness as well as increase opportunities for formerly homeless individuals and families to maintain housing by providing communication and mediation between owners/landlords, tenants/applicants, and social service agencies as needed to remove barriers to maintaining housing. Hard Copy and Digital Files, client records, data entry, data management and reporting will be closely monitored and maintained. This position is responsible for ensuring that outcomes and reporting required and promised to funders is completed in a timely basis. This position will monitor the progress of the program to ensure compliance. Position requires excellent customer services delivery when interacting with our clients as well as internal and external partners. Bilingual proficiency in English and Spanish is very helpful. Position requires an individual who can exercise excellent professionalism, compassion and maintain tight professional boundaries with all constituents.

While employees may be assigned a specific job site and shift, all final candidates must be able to work in all Shelter Service Location Sites (San Mateo County, Peninsula, North Peninsula, Coastside) and have the flexibility to work Day, Swing, Grave shifts as needed in a 24/7 Operation.

This position is grant funded and will exist as long as the grant sustaining this position is supported. Should funding for this position be discontinued the position will cease to exist. If funding is continued beyond the described period then the position may be extended.

JOB QUALIFICATIONS

Please note our preferred and in some cases required qualifications for this position:

REQUIRED Education, Licenses and certifications to be presented at time of hire—

- Preferred 4 year college degree in social services, human services or related field

REQUIRED Experience- Minimum 2 years of experience in the following:

- Direct Landlord Liaison / Housing locator work or related experience
- Experience working Property managers, landlords or real estate agents
- Experience working with vulnerable populations including homeless populations
- Experience with property leasing processes
- Preferred knowledge in public relations, sales and/or marketing
- Prior experience in housing location work, social services work, program development and homeless programming work.
- Previous experience with Public Relations, Sales, Marketing and/or Real Estate is helpful.

Other Skills and Expertise -

- Bilingual and Bicultural English and Spanish is desired but not required.
- Excellent written and verbal communication skills.

- Excellent Computer Proficiency: Experience with Microsoft Office Suite. Ability to quickly learn computer programs and applications. Knowledgeable with use of telecommunication applications as assigned- zoom, skype, FB Messenger etc. • Excellent Customer Service skills
- Strong ability to maintain confidentiality and maintain appropriate professional boundaries with all constituents.
- Excellent analytical skills, strong organizational and time management skills, strong and effective multitasking skills. Excellent accuracy and attention to detail is important as well as flexibility to meet the evolving needs of the department in a fast-paced work environment. Excellent documentation.
- Excellent interpersonal and relationship building skills. Must be able to work independently and collaboratively within teams.
- High level of ethics, integrity, compassion and transparency in all interactions and conducting of business.
- Demonstrated ability to exercise appropriate and sound judgment with tact and diplomacy both under normal and stressful situations.
- Excellent ability to deliver solutions based approach to problem solving in a timely manner. Creative thinker with high energy, initiative and enthusiasm.
- Ability to effectively exercise conflict management skills.
- Positive and resilient attitude with ability to maintain grace under pressure. Contribute to a collegial and friendly working environment. Ability to function as a team player who promotes the concepts of collaborate work in all areas with a sense of humor and a cooperative spirit.
- Ability to meet deadlines and complete all work in a timely manner.
- Ability to follow and enforce Agency Policies and organize required activities according to Samaritan House policies, procedures and best practices which include any related driving and safety regulations, federal, state, or local agency requirement.
- Ability to work flexible schedules, including evenings, holidays and/or weekends as needed.
- Ability to independently travel to agency locations as needed- must have dependable transportation with insurance, and a clean driving record.

WORK ENVIRONMENT AND BACK GROUND CHECK

References and back ground checks will be conducted by Samaritan House prior to employment. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Regular and repeated use of motor coordination and hand motions for filing, computer data entry and writing. Candidate should have the physical ability to occasionally lift and/or move items (approximately 20 lbs.). Occasional sitting, walking, carrying, reaching, speaking, listening for extended periods of time. Work environment can be high stress and fast paced. This position will require use of company mobile devices under normal conditions: laptop and cell phone.

Operations under Pandemic – As an essential worker, this position will operate on site during the COVID Pandemic as well as remote when needed. All external contact will be through telecommunication methods and not in person. While on job site, all employees are required to wear masks and the practice of social distancing and appropriate sanitation protocols is required at all times. Violation of Mask, Sanitation and Social Distancing Protocols will result in removal from Agency property. Position will be evaluated for equipment needs - TBD.

ESSENTIAL FUNCTIONS OF THE POSITION

A. Administer Policies, Practices and Procedures; ensure program development is effective and operational:

- Establish and maintain a network of professional contacts and working relationships in property management and the real estate industry while tapping into knowledge of federal, state and local housing subsidies to achieve goals.
- Perform landlord/property owner outreach efforts including: meeting with various interested parties to discuss the advantages of participating in housing of individuals, youth and families experiencing homelessness; on-site visits at apartment complexes or property owner offices; provide public and private presentations, and attending meetings where interested parties may be present.

- Maintain a Housing Directory, which should, at minimum, include documentation of all contacts with housing providers including corporation name (if applicable), name of contact, address, and phone, date of contact and results of contact.
- Develop best practices manual on effective property owner recruitment in accordance with agency and best practice standards.
- Provide housing availability to Samaritan House Case Workers & appropriate County Community Partners in an efficient and timely manner.
- As needed, assist families referred by a Core Service Agency, shelter, or housing program who need help locating permanent housing. Such assistance may include accessing rental assistance money, donated furnishings, etc. within organizational guidelines.
- As needed, develop and document trainings and workshops for clients and the organization's staff, including tenant rights and responsibilities, housing discrimination, communicating with landlords, and others.
- As needed, provide housing counseling and budget training in partnership with the Financial Empowerment Specialist to help clients prepare for housing.
- As needed, follow up with clients regarding their housing options.
- As needed, work with Intake & Rapid-Rehousing staff to assist clients on the county waitlist to explore alternative housing options and overcome barriers to housing.
- As needed, research housing topics, collect and organize housing information for clients, staff, and community partners.
- Assure all relevant information pertaining to clients is communicated to all appropriate staff members in a timely fashion.

B. Maintain consistent, professional, respectful service delivery within appropriate boundaries.

- Monitor program to improve client care/evaluation and customer service.
- Ensure that all clients are consistently and effectively case managed and treated with compassion, fairly, equitably - in a manner consistent with the Agency's values.
- Operate all business with clients within appropriate professional boundaries.

C. Build and Maintain external relationships

- Outreach to realtors, landlords, housing developers and other housing providers to identify new and existing housing opportunities and build a strong inventory of available housing options for clients
- Network with collaborating entities including other like agencies, coalitions, and local community groups- ensure this is done while maintaining appropriate professional boundaries.
- Remain well-informed of industry trends and policy changes; serve as a liaison with other housing placement organizations.

D. Maintain administrative and general duties:

- Ensure the accurate and timely collection of statistical data for all programmatic operations as well as its reporting of outcomes to development and all required funders.
- Ensure all hard copy and digital files and documentation is accurately maintained in timely fashion.
- Produce reports at various intervals as needed.
- Ensure program supplies inventory and donations are used in designated program. Take necessary measures to prevent theft of supplies and donations. Report needs for donations to Development Department. Order /Purchase supplies as needed.
- Participate in program budget planning by tracking expenses, evaluating costs, and considering ways to conserve on program costs.
- All work/business to be performed with appropriate professional boundaries, excellent ethics/integrity and in good faith.

- Function as a contributing member of the shelter team, the overall agency staff team and with volunteers and community agencies.
- Flexible work schedule, early mornings, days, evenings, weekends and holidays may needed
- Maintain accurate time sheets, paid time off requests, etc. -Submit all PTO requests for approval prior to time off. Excellent and Reliable attendance is required.
- Attend any Samaritan House friend and fundraising events to promote the work of the department as needed.
- Report all incidents or on the job injuries to Supervisor and Human Resources Director immediately or within a 24 hours-whichever is sooner..
- Participate in Agency meetings and trainings as directed. Represent Samaritan House professionally and successfully to any external contacts/constituents.
- Perform other duties as directed.

ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the job description of Housing Locator Specialist

Employee Signature Date

Supervisor Signature Date

Director of Human Resources Date

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE: Director of Human Resources

4031 Pacific Blvd, San Mateo, CA 9440

E-mail: hr@samaritanhousesanmateo.org Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*