



Position Title: Housing Locator

Position Description: This is an exempt, salaried regular full-time, 40 hours per week position. Full-time hours are Monday – Friday, 8:30 AM – 4:30 PM, however, secondary to the nature of this position, there may be times when hours need to be flexible to accommodate work activities. The Housing Locator will develop permanent housing opportunities for Housing Resource Center clients by establishing relationships with landlords, property managers, and inspectors that lead directly to affordable housing opportunities for homeless residents throughout the community. The Housing Locator will also provide supportive services to newly located residents to ensure they maintain housing stability. The Housing Locator is an employee of the Pottstown Cluster of Religious Communities, whose primary function will be to the Pottstown Housing Resource Center team serving Pottstown and surrounding communities in Montgomery County. However, the Housing Locator will also work as a member of the Pottstown Cluster Outreach Center staff team.

Qualifications: Proven ability to work cooperatively with clients, staff and volunteers of all ages, ethnic backgrounds and socioeconomic levels. Knowledge of regional housing market and familiarity with social, health and benefit resources in Montgomery County is ideal. Understanding of the homeless population and PA fair housing laws. Established sense of professionalism is necessary, as work includes interactions with the public. Gregarious & persuasive personality and interest in cultivating new connections with landlords and property owners. Outstanding oral, written and computer skills. Capable of working independently and managing time efficiently. A bachelor's degree preferred in Business or Human Services. At least 2 years' experience working with the housing market, sales & marketing, real estate or property. Must possess a valid driver's license, current auto insurance and have own transportation. Current FBI clearance, child abuse clearance and criminal background check required. Physical qualifications include ability to lift up to 25 lbs. and to bend, stoop, sit and stand.

Specific duties include the following:

- Research Montgomery County's rental market to identify prospective landlords and to generate leads for outreach and recruitment.
- Set up meetings with new owners and property managers to explain the Your Way Home program and individuals and households that are served.
- Create and implement strategies for landlord recruitment and retention, including use of social media.
- Review clients' needs and desires for housing units; including type, location, rental amounts, etc., and provide leads of prospective rental units that meet inspection and safety standards.
- Negotiate rental amounts and move-in dates with landlords.
- Assist landlords in understanding and compliance of Montgomery County's housing inspection standards.
- Negotiate with landlords experiencing conflict with tenants to find compromise and solutions to reported problems.
- Develop, increase and monitor the tenancy skills of Housing Resource Center individuals and families, and how to handle landlord tenant issues.
- Maintain a landlord/owner database and tracking logs for property inspections.



- Complete housing forms and reports in a timely and detailed manner as required ensuring client files are up to date with all required documents regarding client housing stability, including information in the Clarity Human Services (HMIS) database and in the Pottstown Cluster of Religious Communities database
- Be PCRC's YWH lead representative in landlord engagement/event planning and the TCN's Homeless Committee.
- Assume the role of main housing locator, which includes carrying a larger caseload, data collection & spreadsheet management, organizing of donated and purchased items for the HRC, coordinating with Housing Locators at other HRC's when necessary (team mtgs, policy implementation/changes). No supervisory capacities.
- Have ongoing communications with the County's Your Way Home staff, Your Way Home Call Center hotline staff, Community Connections' Navigates, Shelter Providers, and other Housing Resource Center staff at other Housing Resource Center sites in Montgomery County
- Actively participate in meetings and communications of the Your Way Home Learning Initiative.
- Attend meetings, trainings and conferences as requested
- Interacts with staff, volunteers and clients in a courteous, respectful manner
- Maintains confidentiality of all information related to clients
- Strong awareness of boundaries and potential ethical concerns
- Represents the HRC Team at the PCRC Delegate Assembly at a majority of the quarterly meetings
- Is able to assist in any other area of the Cluster Outreach center client programs in the absence of other staff and as needed

This position is funded by the Montgomery County Department of Housing and Community Development as part of a contract to the Pottstown Cluster of Religious Communities to provide services as an operator of a Housing Resource Center. If the County terminates the contract, this position will not necessarily remain as an available position through the Pottstown Cluster of Religious Communities.

This position reports directly to the Director of Support Services. If interested, please forward cover letter and resume to: JBrown@pottstowncluster.org.