

**Community Action Agency of Delaware County, Inc.**  
**Position Description**

**Position Title:**  
Housing Locator

**Immediate Supervisor:**  
Director of Social Services

**Salary Range:**

**Position Summary:**

This position is responsible for working collaboratively with Coordinated Entry, Shelter and Rapid Rehousing staff to identify housing opportunities for homeless families and single adults. This position is required to actively seek out, obtain and maintain relationships with landlords, private and non-profit. The Housing Locator provides training to staff and clients on housing opportunities and tenant/landlord roles and responsibilities. This position works collaboratively with all aspects of homeless programs, local Continuum of Care representatives, Department of Human Services, and Office of Housing and Community Development.

**Primary Duties and Responsibilities:**

1. Proactively seek out new housing opportunities and resources to assist homeless families and individuals with locating and securing housing.
2. Maintain ongoing relationships with landlords and other housing providers, including acting as a liaison between landlord and client as needed.
3. Coordinate individualized housing needs assessment for all referred clients and develop housing plans that address barriers.
4. Maintain a housing directory to include documentation of all contacts with housing providers.
5. Maintain current knowledge and list of all Housing assistance resources in Delaware County.
6. Conduct Housing Quality Standard Inspection and advise and advocate for clients with regard to quality housing standards.
7. Maintain client related data tracking system and logs, including case notes and housing plans through HMIS entries.
8. Track housing placement, support for all referred and housed consumers.
9. Network with other Agencies, coalitions, landlord associations and local community meetings.
10. Act as a liaison between various housing authorities and landlords when assisting clients with navigating various subsidized housing options.
11. In coordination with the case manager, provide access to resources to assist families and singles as needed during their move into permanent housing.
12. Assist consumers with housing applications, assist and or complete supportive and subsidized housing paperwork.
13. Provide housing counseling and budget training when needed to help consumer prepare for housing.
14. Provide housing availability to the team in an efficient and timely manner.
15. Develop and facilitate trainings/workshops on tenant and landlord rights and responsibilities, housing discrimination, appropriate communication with landlords and others and fair housing laws.
16. Participate in staff meetings and training as directed by supervisor.
17. Complete all relevant monthly, quarterly and annual program reports in a timely manner.

18. Back-up other staff as needed.
19. Other duties as required.

### **Position Objectives:**

1. Provide excellent documentation, analysis of client needs, and efforts to stabilize housing.
2. Make appropriate referrals and provide support services that will result in clients meeting individual housing stability plans.
3. Develop and utilize a broad network of resources to best service clients.
4. Lead by example and present a professional role model for clients.
5. Maintain accurate and up to date files on all clients.

### **Qualifications:**

This position requires a minimum of a Bachelor's Degree in Human Services, Social Work, Psychology or a related field from an accredited college or university and/or requires a minimum of 3 years experience in property management, housing management, and/or real estate, including landlord/client negotiation and advocacy. It also requires a minimum of three years of progressive experience in the human services field, or an appropriate combination of education and experience that fulfills the knowledge and experience base required for the position.

The person in this position must demonstrate outstanding interviewing skills, including excellent listening skills. In addition, this position requires strong organizational skills, and the ability to manage multiple priorities and concerns. This position requires an individual with knowledge of the Delaware County Social Service infrastructure and the ability to maintain effective working relationships with those service providers and property managers and landlords. The individual must have excellent communication skills, both oral and written, combined with strong interpersonal skills. The ability to work well with people from different cultural and socio-economic backgrounds is crucial to this position.

### **Physical Demands:**

The physical demands described in this section are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the duties described herein, the employee is regularly required to talk, hear, stand, walk, maneuver stairs, sit, stoop, kneel, crouch and crawl. The employee must occasionally lift and/or move up to 15 pounds. Specific vision capabilities required by this position include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

### **Work Location/Environment:**

This position reports to:

1414 Meetinghouse Road  
Boothwyn, Pa 19061

This position involves frequent travel to other worksites/hotel providers, all within Delaware County.

While performing the duties of this position, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is generally moderate.

***I certify that I have read this position description and understand my duties and responsibilities as stated herein. I further understand that this job description does not in any way constitute a contract for continued employment. Community Action Agency of Delaware County, Inc. maintains an at-will policy of employment, which means that employment and compensation may be terminated with or without cause and with or without notice at any time at the option of either the employer or the employee.***

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Employee Signature

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Date

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Supervisor Signature

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Date

To apply for this position, send a resume with cover letter to:

Human Resources  
1414 Meetinghouse Rd  
Boothwyn, PA 19061  
E-mail: [careers@caadc.org](mailto:careers@caadc.org)

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