



**Administrative Office**  
**987 Airway Court**  
**Santa Rosa, CA 95403**  
**707.528.8712 (v) 707.575.4910 (f)**

Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

## **JOB ANNOUNCEMENT: Housing Locator, Housing and Shelter Department**

### **Position Summary**

The Housing Locator is responsible for working with owners, landlords, and property managers within Sonoma County to identify housing opportunities for homeless individuals and families. As a Housing Locator, this position is responsible for introducing rent subsidy programs (RRH, PSH, HOME TBA, Section 8, etc.), explaining how they work to support individuals and families in housing. This includes educating prospective landlords, owners, and management firms on how assistance/subsidy programs work, services provided, and other benefits. The position will also help educate on Fair Housing, housing right laws and responsibilities – with the intention of mitigating potential tenant-related issues, including deterrence of evictions. Additionally this position provides support and guidance to landlords and property managers when issues in relation to landlords and property managers arise. This position is non-exempt, full-time with a starting salary of \$19 to \$20 per hour.

### **Essential Functions**

- Set up meetings with new owners, landlords and property managers to discuss rental assistance, placement programs, and support services.
- Perform initial site visits at all prospective sites to ensure they meet guidelines for habitability standards. This is a visual inspection of the exterior of the building and the interior of a potential rental unit.
- Maintain a database of landlords, and management firms working with programs. This database should include a list of amenities to each respective site. The list should also delineate each property's category (i.e. market rate, affordable, permanent supportive, Section 8, etc.). Send out daily notice to Supervisor and Coordinated Entry of any new housing availability.
- Educate landlords on how the short/medium-term rental subsidy (RRH) program works, including timeframe and potential payment breakdown.
- Educate landlords on Permanent Supportive Housing, Section 8, Home TBA, HUD/VASH, and other long-term subsidy programs work. Encourage participation and/or growth of participation.
- Build long-lasting relationships with property managers, landlords, owners, and firms to expand the scope of their participation. Establish trusting relationships that will help turn a "no" into a "yes."
- Attend agency and community meetings as directed by supervisor.
- Negotiate with landlords experiencing conflict to find compromise solutions to experienced problems, including outside mediation services for more serious conflict to help avoid eviction.
- Develop and manage a comprehensive outreach/ working relationship with stakeholders including

- other community members, especially landlords. Implement a landlord recruitment and retention plan.
- Maintain awareness of changes in market and community processes that can impact services; bring forward prospective recommendations to deal with expected changes.
- Liaise with community based landlords to provide opportunities and soft-landings for families & individuals with housing needs.
  - Meet with at least 10 new landlords/owners/managers per month.
  - Host quarterly landlord meetings/coffee with existing partners to develop and strengthen relationships
  - Track all placements with landlords in HMIS
  - Mitigate issues with landlords prior to filing evictions. Help manage landlord expectations while service agency manages participant aspect.
  - Follow up with landlords who previously said “no.” at least quarterly to check-in (persistence wins!).
- Majority of housing locator time should be spent in the field developing new and managing existing relationships.
  - 65-70% of time is spent in the field making new contacts, as well as managing existing relationships.

**NOTE: Catholic Charities considers this position to be a mandated reporter of elder and child abuse.**

#### Other Responsibilities

- Work with Diocese of Santa Rosa and local parishes as appropriate and requested.
- Perform other related duties as assigned.

#### Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency’s mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

#### Education, Experience, and Skills Required

- AA in Sales/marketing, preferred.
- Three years’ experience in sales/marketing, preferred.
- Six months work experience in a social service setting, preferred.
- Strong sales ability.
- Demonstrated knowledge of Fair housing laws and practices.
- Strong written and verbal communication skills; organizational, conflict resolution and computer literacy.
- Strong understanding of homeless population and willingness to house those most vulnerable.
- Knowledge of tenant/landlord law and tenant/landlord/relations.
- Ability to work closely with other employees to ensure positive, constructive environment within the

program or department, and throughout the agency.

- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of CCDSR and its clients.
- Possess valid driver's license; at least state required minimum of auto insurance.
- Computer literacy required, including experience with Excel, Outlook, Word, etc.
- Bilingual (English/Spanish) preferred.
- Must pass fingerprinting prior to start of employment.

#### **Physical Requirements**

- Requires ability to sit up to 3-6 hours per day with intermittent occasional walking, standing, and bending.
- Occasionally may be required to lift items up to 10 pounds to a height up to 3 feet.
- Occasionally may be required to carry items up to 10 pounds for distances up to 500 feet.

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### Equal Employment Opportunity – M/F/D/V

Visit [www.srcharities.org](http://www.srcharities.org) for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.