



Keystone Opportunity Center

Providing Help • Offering Hope

Job Description: Housing Locator / Client Assistant

Position Summary: the Housing Locator / Client Assistant is a temporary, grant-funded position that works with the Housing Locator to develop and maintain relationships with landlords, property managers and inspectors, and supports the Housing Stability Coaches with their case management of clients served through the Montgomery County Rapid Re-housing and Sprout Initiative programs. The overall objective is to help participants achieve and maintain stable housing.

Qualifications: Prior experience in housing, human services, or a related field is desirable. Excellent organizational, record-keeping, time management and verbal/written skills are essential for this position. Applicant must possess the ability to communicate with diverse populations. Applicant should have knowledge or familiarity with social, health, and benefit resources in the service area. A commitment to the mission of Keystone Opportunity Center is essential.

Reports to: Director of Housing Stability Programs

Duration of Employment: This is a temporary job which will end when the grant ends on June 30, 2019.

Responsibilities:

1. Support relationships with landlords within Montgomery County to ensure landlords are educated on how Tenant Based Rental Assistance (TBRA) programs work and to negotiate rental amounts in conjunction with or in the absence of the Housing Locator.
2. Connect clients with permanent housing opportunities that meet County inspection standards as directed by Housing Locator.
3. Educate clients about how to be a good tenant/neighbor and how to handle landlord tenant issues as directed by Housing Locator.
4. Provide basic case management services for caseload of up to 15 including maintaining client information and activity in the County (HMIS) database
5. Communicate regularly with County Program staff, call center staff, shelter provider (if applicable) and other Housing Stability Coaches and Locators.
6. Completed paperwork and duties in support of the Housing Stability Coaches. Complete all appropriate client assessments and determine clients' housing needs and appropriateness for Homelessness Prevention and Tenant Based Rental Assistance (TBRA) Programs.
7. Refer clients to more intensive services or long-term assistance as needed.
8. Develop a Housing Stability Plan with the client with the client including specific goals and action steps around self-sufficiency criteria provided by Keystone, including establishing the clients' rental contribution amounts. Self-sufficiency criteria include but are not limited to increasing employment income whenever possible.
9. Provide guidance, support and monitor progress towards the Housing Stability Plan (including payment of rents) through personal meetings or other means of contact with each client



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household a minimum of once weekly until housed and monthly thereafter, at a place and time of mutual convenience, and in the client's home from time to time.

10. Determine and facilitate linkages to other services (County assistance office, educational, drug and alcohol, mental health, job training, entitlement programs)
11. Maintain a teamwork approach and coordinate services with other housing program personnel, to include housing inspections as needed.
12. Respond to information and referral requests and contacts in accordance with established protocol.
13. Attend all scheduled staff meetings.
14. Complete any other tasks assigned as mutually agreed upon with the Director of Housing Stability Programs, or the Executive Director, for the benefit of client families (especially during but not limited to crisis situations) or the general benefit of Keystone Opportunity Center.

Work Environment

- Comply with agency and programmatic training requirements
- Visiting individuals and families remotely may require stair climbing
- Supplies for visits may require carrying up to 25 lbs, reaching and kneeling
- Office environment includes lifting, bending, stooping, sitting and standing.

Knowledge Of:

- principles and practices of social services programs
- computer software applications, proficiency in Microsoft Word, Excel, Outlook

Ability To:

- maintain the strictest professional confidentiality standards regarding client and organizational information
- work cooperatively with people of all ages, ethnic backgrounds, socioeconomic levels
- meet deadlines, prioritize, model excellent time management skills
- remain calm and focused in stressful situations
- communicate clearly and effectively in writing and orally
- creatively and positively problem solve
- work collaboratively in a complex organization structure
- meet attendance requirements

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbent may be requested to perform job-related tasks other than those stated in this description.

Keystone Opportunity Center is an equal opportunity employer and considers applicants for all positions without regard to race, color, religion, creed, gender identity or expression, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.

TO APPLY: Send your resume and cover letter combined in one PDF document to:
ExecutiveDirector@KeystoneOpp.org