



Keystone Opportunity Center

Providing Help • Offering Hope

Job Description: Housing Stability Coach/Housing Locator

Position Summary: Full time, grant-funded position providing case management and housing locating for families and individuals through Homelessness Prevention or Rapid Re-Housing programs by relocating them to permanent housing and/or ensuring support for maintaining housing. Develop and maintain relationships with landlords, property managers and inspectors, and provide 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: Bachelor's Degree in Human Services or related field, MSW preferred. Prior experience in housing, human services, or a related field is desirable. Excellent organizational, record-keeping, time management and verbal/written skills are essential. Applicant must possess the ability to communicate with diverse populations and 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

Case Load: up to 30 households

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. Maintain client information & activity in 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. 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 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.



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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. Positively communicate the organizational/department/program vision, strategic direction, and purpose internally and externally.
15. 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.

To apply, please email cover letter and resume combined into one PDF to: James Kelleher, Director of Housing Stability Programs, at JKelleher@KeystoneOpp.org

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.