



Community Housing Locator Job Description

The Opportunity:

Durham faces an affordable housing crisis that is unusually complex. Serving our most vulnerable neighbors requires a multifaceted approach. In one year, two-bedroom rental rates jumped 26% and one-bedroom rates jumped 34%. For many in our community, this took affordable housing from out of reach to out of sight. According to some national experts, we are facing challenges that are without parallel and that puts more of our neighbors on the street or in imminent danger of homelessness.

Housing for New Hope is responding to the affordable housing crisis and the pandemic by stepping forward to lead a community-wide landlord engagement initiative that seeks to reduce the number of people experiencing extended periods of homelessness by expanding the number of housing providers (property owners and property managers) willing to lease to our most vulnerable neighbors.

We are seeking a Community Housing Locator to help us strengthen relationships and expand relationships with housing providers in order to increase the number of available affordable units.

The Community Housing Locator (CHL) is responsible for actively seeking, obtaining, and maintaining relationships with property managers and owners; private and non-profit. The Community Housing Locator is an integral member of the Resource Generation and Community Engagement Team and works collaboratively with housing navigators at Housing for New Hope at multiple partner agencies. This position is also responsible for updating and maintaining our interactive shared database of properties and housing partners to assist in the goal of rapidly housing people experiencing homelessness.

Reports to: Director of Community Engagement and Giving

Team: Resource Generation and Community Engagement (RGCE)

Status: Full-time, exempt

Responsibilities:

- PROACTIVELY seek new housing opportunities and resources to assist persons experiencing homelessness obtain housing, utilizing pro-active sales techniques including phone calls, in-person contacts, email, cultivation events, etc.

- Administer the New Housing Partners onboarding process which includes collecting financial/tax information, reviewing required program agreements, etc.
- Build ongoing and sustainable relationships with potential housing partners, property management companies, apartment associations and communities, and other target groups, to market opportunities to with clients of our community's homeless service providers.
- Update the "Shared Housing Directory" regularly to ensure contact information remains current and landlord/housing provider interactions are recorded.
- Coordinate with housing specialists at homeless services partner agencies on identification of potential housing partners and utilization of existing stock.
- Assist in creating and sharing marketing materials as it relates to affordable housing and Durham's homeless service providers.
- Regularly follow-up and communicate with partnering property managers and owners, and Durham homeless service providers, to ensure satisfaction with the program.
- Act as an advocate for homeless services providers and the needs of our clients.
- Participate in staff meetings, community housing meetings, BNL meetings, and other COC-related meetings as needed.
- Other duties as identified/needed.

Qualifications

- Associates degree; knowledge of real estate, sales/marketing, business management, and/or property management.
- Experience with and knowledge of online databases.
- Demonstrated sales, listening, and organizational skills.
- Excellent written and verbal communication skills. Ability to communicate with a variety of constituencies including but not limited to property managers and owners, partnership members, and vulnerable populations.
- Ability to multi-task and manage competing priorities effectively and efficiently.
- Strong organizational skills, attention to detail, and ability to meet deadlines consistently.
- Ability to work effectively both independently and as part of a team with a willingness to accept supervision.
- Flexible and adaptable work style.
- Valid NC Driver License and Car Insurance and willingness to travel in the community.

Salary Range: \$44,000 to \$49,000

To apply: Submit one document that includes your cover letter and resume via email to:

Tamaira Johnson
HR Manager
Housing for New Hope
jobs@housingfornewhope.org

Application review will begin immediately and continue until the position is filled.

Academic, MVR and criminal checks will be conducted before a final offer is made.

Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit, and business needs.