



Homeless Services Network of Central Florida (HSN) Position Description

Position: Housing Operations Matching Specialist 1

Department: Housing Operations
Supervised By: Housing Operations Manager
Supervises: None
FLSA Status: Exempt/Regular/Full-time
Effective Date: September 2019

ALL APPLICATIONS MUST INCLUDE A COVER LETTER AND RESUME; THOSE WITHOUT WILL NOT BE CONSIDERED.

Position Summary

The Housing Operations Matching Specialist 1 (HOMS) is responsible for providing excellent customer service to landlords, property managers and case managers of tenants and prospective tenants who are participating in a Housing First program across Orange, Osceola and Seminole Counties. S/he will be responsible for serving as the liaison between landlords/property managers and homeless service agencies while prospective tenants apply for housing through the lease up process. S/he will also provide support to landlords and case managers if any issues rise post-lease up. S/he will inform the Housing Supervisor of all program issues and accomplishments. Activities must comply with all grant requirements as well as federal, state, funding and city regulations.

Skills and Abilities

Excellent customer service; ability to work with minimal supervision and exercise good judgement; strong verbal and written communication skills; data management, time management and problem-solving skills; ability to handle multiple tasks and manage competing demands; critical thinking, conflict resolution and interpersonal skills; standard office computing skills.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

1. Maintain and implement landlord services tracking tools and ensure timely follow up that leads to resolution on interactions including but not limited to
 - a. Matching of prospective tenants to the most appropriate available units
 - b. Status of applications for available units
 - c. Dates units are available for inspections
 - d. Assignment of staff to conduct inspections
 - e. Missing/Late payments
 - f. Documentation of lease
 - g. Repairs needed after tenant has occupied a unit
 - h. Landlord identified tenant issues that could result in lease violations
 - i. Other issues identified by case managers, housing specialists or property managers/landlords
2. Contribute to the upkeep of an accurate housing inventory of available and occupied units, ensuring that spreadsheets and/or database used to track essential project data are always current.
3. Negotiate lease terms, utility deposits, security deposits, and move-in fees. Work with landlords to reduce or eliminate as many barriers to entry as possible.
4. Assist participating case managers and clients with the completion of housing applications, survey the rental market for affordable housing placement opportunities, and advocate to prospective landlords on behalf of prospective tenants.
5. Serve as a mediator between landlords, case managers and clients to quickly find solutions.
6. Complete Homeless Management Information Systems (HMIS) training and demonstrate competency with all client data management tools available to the HL Teams, databases, HMIS, contracts, invoicing, check requests, etc.
7. Perform duties of a liaison between the various housing authorities, landlords/property managers and partner agencies when assisting tenants through subsidized housing options.
8. Maintain familiarity with and assist with coordination of trainings on housing-related topics, including fair housing, tenant rights and responsibilities, housing discrimination, communication with landlords and other topics intended to address housing barriers.
9. Communicate with partner agencies and the Coordinated Entry System to assist clients to explore alternative housing options and overcome barriers to housing.
10. Maintain complete and accurate documentation of all data required for grant and contract reporting objectives and outcomes in accordance with all funding sources for this position and project.
11. Support the search for and locate housing units/landlords to ensure availability of inventory needed to meet individual needs and preferences of clients within the regional homeless assistance system.
12. Participate in staff meetings and training as directed by HL Team Supervisor.
13. Employ a teamwork approach and display a positive attitude toward fellow associates.
14. Practice effective time-management and communications skills.
15. Maintain Housing Needs Form inventory and insure accurate reporting data of such.
16. Create and facilitate client Letters of Intent as requested by case managers.
17. Create monthly housing inventory matrix for housing locators.
18. Address all Housing Operations emails, phone calls and face to face concerns in a timely and professional manor.
19. Perform other duties as assigned.

Education and Experience

- Experience working with a team to overcome obstacles and achieve excellent results.
- A minimum of two (2) years of prior experience in real estate, property management, sales or a related field is strongly preferred. A Bachelor's degree may substitute for two (2) years of experience.
- A minimum of four (4) years providing excellent customer services to varied stakeholders.
- Case management with homeless individuals and families a plus.
- Nonprofit experience a plus.

Qualifications and Requirements

- Demonstrated passion about HSN's mission with the ability to promote and communicate HSN's philosophy, mission and values to external and internal stakeholders.
- Knowledge of and experience with leasing activity and landlord/tenant rights and responsibilities.
- Knowledge of and experience in working with HMIS and other spreadsheets and databases.
- Proficient in MS Office (Word, PowerPoint and Excel) and computer usage to include email, internet and presentations.
- Experience with providing services to the homeless population a plus.

Certificates, Licenses, Registrations

- Hold a valid driver license in accordance with HSN's Motor Vehicle Policy
- Ability to use one's personal vehicle for daily duties with reimbursement.

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team as well as interface with clients, agencies and funders. The employee will spend significant portions of time in an office setting with some field work. The employee will likely encounter and be expected to address challenges associated with clients' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing.

Conditions of Employment

- Provision of satisfactory references and completion of background investigation check

- Completion of a pre-employment drug screening as well as post-employment drug or alcohol tests upon reasonable suspicion of use
- Demonstrated computer literacy, which may be assessed through pre-employment testing.
- Completion of HSN new employee orientation and ALL required paperwork prior to reporting to work
- Compliance with all HSN Policies and Procedures.

How to Apply

- Salary Range: \$38,000 - \$42,000
- Interested applicants should submit cover letter, resume and a writing sample to HSNTeam@hsncfl.org with Housing Operations Matching Position in the subject line. Or submit Housing Inspection and Services; HSN; 4065 L.B. McLeod Road, Suite D, Orlando, FL 32811. Resumes will be accepted until position is filled. Interviews begin the week of **October 1st** and continue until filled.

ALL APPLICATIONS MUST INCLUDE A COVER LETTER AND RESUME; THOSE WITHOUT WILL NOT BE CONSIDERED.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job. Veterans and formerly homeless individuals are encouraged to apply.

Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.
