

FAMILIES FORWARD

Job Title: Housing Partner Specialist

Reports to: Housing Partner Manager

Education Requirement: Bachelor's Degree

Experience Required: Minimum 1 year of full-time sales related work experience

Required: Bilingual - English & Spanish

Position is: Non-Exempt, Full Time (38 hours per week)

Pay Rate: \$25-31 per hour, depending on experience

Job Summary:

Families Forward is seeking a highly motivated individual who is sales focused, compassionate, willing to be challenged, wants to make a difference in the lives of others, and is committed to Housing First solutions to end family homelessness. As a Housing Partner Specialist, you will be at the forefront of finding and securing housing opportunities for program participants. The Housing Partner Specialist is responsible for relationship-building with community Housing Partners, including property owners, managers, and companies, to generate leads and identify potential housing options in support of client families locating and securing permanent housing. The Housing Partner Specialist is an integral member of the housing team and will assist the Housing Partner Manager and Housing Development Director with building the portfolio and pipeline of rental housing available to homeless families.

Essential Job Duties:

Partner Identification: (60% of time spent)

- Promote and market Families Forward's housing program and negotiate rental criteria with Housing Partners in Orange County and surrounding cities.
- Work in collaboration with Case Managers to assess housing barriers of families experiencing homelessness to determine housing and service needs.
- Primary contact and support for Housing Partners, including apartment community managers, corporations, property managers, and private landlords.
- Educate Housing Partners on the Housing First model and Rapid Rehousing Program.
- Advocate for fair market and/or affordable rents and rental criteria concessions with Housing Partners.
- Cultivate new relationships with prospective Housing Partners through sales calls and regular, in-person, on-site location canvassing.
- Expand and continuously strengthen existing Housing Partnerships.
- Apply knowledge of residential lease contracts to advocate for clients when promoting the Families Forward's housing programs with potential Housing Partners.
- Promote, market, and thoroughly explain incentives and benefits offered and available to Housing Partners through partnership with Families Forward.
- Regularly attend, and actively participate in, Apartment Association networking events and meetings.
- Maintain an extensive database of housing leads that will be used by Case Managers and participants to identify housing opportunities that fit the household's needs.
- Support the Housing Partner Manager in pursuing Memorandum of Understandings (MOU) with new formal partners.

Landlord Liaison Duties: (30% of time spent)

- Collect, review, and archive landlord and lease information and documentation needed to meet contractual requirements.
- Conduct initial HUD unit inspections to determine unit habitability.

- Create and maintain consistent communication channels, both verbal and written, with landlords including quarterly newsletters, appreciation events, and monthly follow ups.
- Apply knowledge of residential lease contracts to advocate for clients when promoting the Families Forward's housing programs with existing Housing Partners.
- Negotiate terms of leases, landlord benefits, and concessions for clients.
- Provide mediation between Landlord and Clients when necessary.
- Participate in the planning and execution of the Annual Housing Partner Appreciation Event.

Additional Duties: (10% of time spent)

- Host Tenant Education Workshops in English, and additional sessions in Spanish, if needed.
- Maintain accurate, current, and detailed records and complete all forms confidentially and professionally.
- Be responsible for timely entry of new Landlord contacts, notes, calls, meetings, and Landlord information into the OnePageCRM data software.
- Report success stories, progress, and statistics to the Housing Partner Manager and Housing Development Director.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all internal organizational meetings, as needed. Including staff, team, case management, and Program Committee meetings, as directed.

Additional Qualifications:

- Maintain valid California Driver's License and State Mandated Auto Insurance.
- Ability to drive personal vehicle in and around Orange County and surrounding cities.
- Ability to work a flexible work schedule, including evenings and weekends, as needed.
- Bilingual - English & Spanish

Desired Skills:

- Strong sales experience
- Strong negotiation skills
- Excellent written and verbal communication skills
- Excellent customer service skills
- In-depth knowledge of the housing market, including trends and rates
- Understanding of the real estate investment industry
- Familiarity with Orange County neighborhoods
- Knowledge of tenant/landlord laws and regulations
- Effective problem-solving skills
- Ability to work independently or as part of a team

Pay Rate: \$25-31 per hour, depending on experience

Benefits

- Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time

Please submit all resumes to Marissa Hall at mhall@families-forward.org. No phone calls please.