

## JOB OPPORTUNITY

**Position:** Creating Moves to Opportunity  
Housing Navigator

**Reports to:** Director of Housing Services Program

**Hours:** 40 hours/week, flexible schedule with some weekends & evenings

**Compensation:** Exempt Position: \$41,600.00-\$45,760.00 annual ( DOE)  
Attractive Health and Vacation benefits

### 1. JOB SUMMARY

Creating Moves to Opportunity (**CMTO**) is a pilot project which aims to improve educational success and long term economic well-being outcomes of children by evaluating strategies that support Housing Choice Voucher (HCV) families in moving to higher opportunity neighborhoods. In partnership with Seattle and King County Housing Authorities, this project will provide and evaluate strategies that reduce barriers and level the playing field for families with children trying to access higher opportunity areas throughout King County.

The Housing Navigator is responsible for locating housing units, working closely with landlords to house Housing Choice Voucher holders in opportunity neighborhoods in Seattle and King County, coordinating with the CMTO Family Navigators and Housing Authority staff.

### 2. JOB RESPONSIBILITIES/ACCOUNTABILITIES

Provide outreach to landlords and property owners in Seattle and King County in order to connect families using a Housing Choice Voucher to viable units in opportunity areas. Responsibilities will include the following:

#### **Landlord Engagement**

- Regularly review listings for apartments and unit openings from websites and referrals from other participating landlords, local renters associations, working groups, and property management companies.
- Use existing connections to build a network of landlords and property owners; develop relationships with established landlord groups such as Rental Housing Association, Zillow, Craigslist, and Redfin.
- Collaborate with Landlord/Owner Liaisons at the Housing Authorities to ensure coordinated outreach activities.
- Document all landlord and property management connections including current and past properties as well as current openings and prospects.
- Attend established meetings in opportunity areas to identify new landlords through both trade events and non-traditional means (e.g., PTA groups, church meetings, neighborhood organizations, etc.). Distribute informational and marketing materials about CMTO at these events and use as an opportunity to increase landlord engagement and participation in CMTO and the Housing Choice Voucher program.
- Build relationships, trust, and clarity with landlords to increase CMTO and voucher program participation.

### **Housing Locator Service Provision**

- Work with CMTO family participants and Interim CDA Family Navigators to match families' needs and preferences with potential housing units.
- Contact landlords to discuss their interest in accepting a specific tenant and to facilitate matches between landlords/property management companies and prospective tenants.
- Using established systems, document all outreach and engagement activities with both landlords/property management companies and CMTO families.
- Provide expedited move-in processes including conducting Housing Quality Standard Inspections on new rental units, completing Housing Authority required paperwork with landlord and tenant, and participating in other duties as assigned.
- Communicate iterative feedback related to services provided and intervention components
- Perform other duties as assigned such as program planning and development, attend trainings as assigned and actively participate in staff meetings and agency events.

### **3a. COMPETENCIES, KNOWLEDGE AND ABILITIES**

- Background/familiarity working with property management firms and other for-profit entities, landlords, social service providers and the rental housing sector.
- Ability to establish strong business-to-business relationships with area housing providers.
- The Housing Navigator must possess high levels of cultural competency and strong networking skills to ensure the program's goals of educating and coaching families and engaging landlords to remove barriers to leasing in opportunity neighborhoods are met.
- Experience in sales and marketing, including cultivating and sustaining business-to-business relationships.
- Knowledge of local rental housing resources and social services.
- Relate effectively and respectfully with people from diverse backgrounds and to promote a culturally diverse environment; working collaboratively across teams
- Communicate effectively both verbally and in writing with a wide variety of audiences
- To interpret and apply laws, regulations, policies and procedures
- Work independently under minimal supervision and guidance
- Plan, and prioritize work to meet deadlines with attention to detail and follow through.
- Maintain confidentiality

### **3b. REQUIRED QUALIFICATIONS**

- Bachelor's Degree or equivalent experience.
- At least one year of experience in property management, sales, marketing, customer service or related field.
- Knowledge of applicable software including but not limited to MS Office and database programs at intermediate or advanced level.
- Valid Washington State Driver's License
- Automobile with current Washington state insurance and ability to transport clients.

Please send your resume and cover letter to [cjames@interimicda.org](mailto:cjames@interimicda.org). Position will remain open until filled. First round of applications will be reviewed after November 22, 2017.