

**Middlesex Human Service Agency, Inc.**  
**Scattered Site and Congregate Programs**  
**Job Description**

**Job Title:** Housing Locator (Placement Specialist)

**Responsibilities:**

- Take steps to quickly and safely place families into feasible alternative housing using available benefits such as Household Assistance, subsidized housing, and/or out of state relocation.
- Create and maintain a system for addressing families' housing barriers and strategically targeting certain families for different types of housing opportunities.
- Maintain a dependable network of realtors and prospective property owners who can provide units to families moving out of shelter.
- Remain in contact with regional Housing Authorities, State Agencies, non-profit organizations and other partners to stay informed of available housing opportunities for families.
- Negotiate with realtors, landlords, and/or outside providers to assist families in moving out of the shelter.
- Coordinate and participate in trips for families to view units and explore communities outside of Boston where rents are less expensive.
- Create reference materials with vital information (such as maps, list of schools, public transportation, medical centers, shopping, etc.).
- Remain in constant contact with Case Managers and supervisors regarding housing needs of residents and opportunities for placement.
- Present housing-related information to staff during staff meetings, team meetings, and other meetings, as needed.
- Conduct group housing workshops with families to assist in the completion of housing applications and provide education to families.
- Assist Case Managers in connecting families to resources that could improve families' chances of being placed, including but not limited to, job training programs, ESL classes, credit workshops, etc.
- Accurately complete required documentation in a timely manner and on an ongoing basis.
- Utilize the Efforts to Outcome (ETO) program to record all case notes and other functions, as needed
- Ensure that all ETO data is up-to-date and accurate at all times.
- Exercise knowledge of Agency and program policies/procedures (including applicable policies/procedures issued by DHCD, MBHP, local housing authorities and/or other funders and program administrators).
- Ensure Client compliance with applicable policies/procedures and inform supervisor of Clients' failure to comply.
- Participate in case conferences with Clients, supervisors, professional service providers and/or other appropriate individuals, as needed.

- Immediately inform supervisors of any suspicions, observations or allegations of child abuse and/or neglect.
- Assist in the completion of verbal and written 51A reports in cases of suspected child abuse and/or neglect, as instructed by supervisors.
- Attend important appointments with Clients as needed, including but not limited to, housing court hearings, permanent housing screening, apartment showings, and landlord mediation.
- Provide crisis intervention, including non-physical de-escalation, emergency assessment and problem solving, reporting to proper authorities and reporting to supervisors.
- Work with Clients to address and respond to issues raised by DHCD, landlords, community members and professional providers.
- Accurately complete timely incident reports and notify supervisor(s) in the event of emergencies, in accordance with the chain of command.
- Be present and punctual for work.
- Abide by all MHSA policies, maintain appropriate boundaries, and ensure strict confidentiality and ethical standards at all times.
- Attend in-service and outside training and instruction as directed by the supervisors.
- Various other responsibilities, as assigned by the Assistant Program Director and/or Program Director or as needed to ensure the proper functioning of the Program.

**Qualifications:**

- Bachelor's Degree preferred or three (3) years relevant experience.
- Knowledge of homelessness as an issue and housing search.
- Excellent written/verbal/computer skills.
- Ability to work as part of a dynamic team.
- Ability to manage multiple tasks while working with a diverse population.
- CPR/AED/First Aid certified (MHSA will provide training opportunity)
- Demonstrated reliable attendance and punctual reporting for work.
- Valid driver's license.
- Reliable personal transportation.
- Bilingual preferred.