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|  | **Landlord Outreach Specialist** |
| Program: Permanent Supportive Housing/Rapid Rehousing | Reports to: Unit Supervisor |
| Job Location: Rutherford Office  | Position Status: | Full-time |
| FLSA Classification: | Non-exempt | Salary Range: $25.52-$26.25 / hour |
| The Landlord Outreach Specialist is responsible for coordinating outreach efforts with landlords, establishing, and maintaining relationships with housing providers, and managing logistics related to moving to help clients connect with suitable housing options. The Landlord Outreach Specialist is responsible for providing services to our Permanent Supportive Housing (PSH), which offers long-term rental assistance, and Rapid Rehousing (RRH), which provides time-limited rental assistance. The RRH and PSH team specifically work to locate housing for individuals aged 55 and older experiencing homelessness in the Austin/Travis County area. These services are offered through collaboration with an interdisciplinary team and community partners to assist clients in overcoming barriers, advocating for their needs, helping them transition into housing, and secure stable housing within the community to prevent future episodes of homelessness.**Essential Responsibilities:*** Identify unique opportunities for potential relationships with various housing providers.
* Build partnerships and agreements with landlords to establish access to units wherein households exiting homelessness with rental barriers (i.e., lack of income, criminal background barriers, rental history barriers, etc.) can be housed.
* Engage in long term strategic planning to increase access to units and/or maintain current relationships. This may include conducting long-term follow-up after a successful housing placement.
* Communicate information regarding property vacancies and other relevant updates with PSH and RRH program staff.
* Develop and maintain housing resource lists.
* Locate housing units that are in alignment with client preferences and negotiate with landlords to help mitigate barriers and obtain housing.
* Closely coordinate and collaborate with PSH and RRH program staff to ensure the most successful housing placement possible.
* Collaborate with program staff to provide services and necessary support. Services include:

assisting in housing orientations, completing necessary housing paperwork with landlords and communicating with housing agents to ensure that all necessary documents are completed in atimely manner.* Develop a deep level of understanding of local housing resources, social services organizations and government benefits and entitlements.
* Develop and deliver training to landlords, FEC staff, clients, and community partners on topics which may include, but are not limited to, VAWA protections and instructions on leasing and maintaining housing. Acquire a proficient understanding of local Public Housing Agency practices, including those of the Housing Authority of Austin and the Texas Department of Housing and Community Affairs.
* Ensure program accountability by maintaining compliance with all HUD requirements including conducting and documenting Housing Quality Standards inspections, calculating Rent Reasonableness
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| rates; calculating Utility Allowances; and ensuring that lease agreements and related documents are completed correctly and returned timely by landlords.* Attend agency staff meetings, trainings, professional development, community meetings including ECHO, BSS

+, and other relevant meetings to represent and advocate on behalf of program and client.* Complete detailed, accurate, timely data entry into the Homeless Management Information System (HMIS)

**AND** agency database that complies with data integrity and quality standards.* Adhere to the HMIS Policies and Procedures Manual and license requirements.
* Perform special projects as assigned.
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| **Competencies:*** Ability to develop productive relationships with landlords, service providers and peers.
* Ability to perform needs assessments and makes appropriate referrals.
* Ability to develop clients' budgets and maintain financial records according to standards.
* Knowledge of community services, resources, and entitlements and how to access them.
* Proficiency with Microsoft Office Software applications.
* Ability to produce quality work, while adhering to contract requirements.
* Ability to work independently with minimal supervision, organize work efficiently, prioritize response to changing needs of clients and volunteers, and meet deadlines.
* Strong organizational, interpersonal, and communication skills.
* Ability to interact in a positive manner in person and on the phone.
* Ability to make constructive use of professional supervision.

**Education and Experience:*** Associate’s degree
* Two years of direct service experience working with special needs populations: adults with disabilities, homeless adults and/or the elderly population.
* At least 1 year of experience in property management or related field.
* Knowledge of local property regulations and laws.
* Must have reliable transportation, valid Texas Driver's License, and active auto insurance.
* Clear criminal background and motor vehicle driving record.
* Must have successfully completed and passed the Housing Quality Standard certification within 90 days of assuming position.
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| **Work Environment:*** Work occurs in the office setting, client residents, and other remote locations.
* Direct interactions with clients, including frequent contact with formerly homeless, mentally ill, addicted, and/or trauma victims.
* Ability to perform the essential job functions consistently safely and successfully with the ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity

standards. Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards. Must be able to lift and carry up to 20 lbs. |
| **Acknowledgement and Review:**By signing this job description, I acknowledge that I meet the qualifications, and can perform all job functions, duties, and responsibilities. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs. |
| **Print Employee Name:** |
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| **Employee Signature: Date:** |