

<b>Job Description Title:</b>	Landlord Liaison	<b>Primary Supervisor(s):</b>	Director of Coordinated Entry
<b>Department/Group:</b>	Direct Services	<b>Secondary Supervisor(s):</b>	Chief Programs Officer
<b>Location:</b>	Remote	<b>Travel Required:</b>	Yes
<b>FLSA Classification:</b>	Non-exempt	<b>Position Status (FT, PT, etc.):</b>	FT
<b>General Workday/Week:</b>	M-F, 8-4	<b>Physical Demands:</b>	Light
<b>Education and Experience:</b>	Bachelor's Degree in related field or Real Estate License	<b>Performance Expectations:</b>	See below

**Mission Statement:**

Our programs employ the best practices in the industry and we employ them with the highest level of excellence that we know how. We seek constant improvement; improvement requires change. Therefore, change is the normal way of life in how we serve our clients and do business.

**Values:**

At the West Virginia Coalition to End Homelessness, we believe in what we do. People matter. People don't have roofs over their heads. People don't have doors that lock. We don't think that's the way things should be, and we are doing our best to stop it. Everyone at WVCEH has a part to play in ensuring people who are experiencing homelessness are stabilized in housing quickly and permanently.

**Position Summary:**

**The Landlord Liaison will be responsible for working with property owners, landlords, property managers and housing authorities to create housing opportunities for people who are homeless or at-risk of homelessness. They will create, curate, and distribute an updated list of available units across the counties on a regular basis; they will assist housing navigators within the Coordinated Entry (CE) partnership (as well as other non-affiliated agencies) in identifying appropriate units for their clients and assist in securing tenancy. They will establish relationships with private landlords, state housing authorities and local housing providers to keep current on unit availability and tenant eligibility requirements and be a source of information to the community.**

**Primary Responsibilities/Essential Job Duties:**

- Outreach to and develop relationships with local landlords, property managers and housing authorities. Work to facilitate access to available units to individuals seeking tenancy, and to provide education and outreach to landlords about programs for tenants such as vouchers, case management supports, funding resources.
- Maintain an inventory of local homeless assistance projects, including the number of beds or subsidies available, open slots or vacancies, and eligibility criteria in order to expedite referrals and assist clients with documentation to support eligibility verification.
- Expand our existing database of landlords and units utilizing Padmission including implementation and upkeep.
- Develop and maintain a working knowledge and understanding of housing support systems qualifications, policies, rules and procedures for housing vouchers, funding and support assistance programs.

- Develop and maintain a relationship and collaborative partnership with housing and homeless service providers in order to facilitate and assist households participating in those programs in finding available units.
- Responsible for leading efforts to effectively market voucher programs to new and existing landlords and owners with the goal of expanding the number of units available to families receiving rental assistance.
- Responsible for increasing access to both private and public rental markets for those utilizing vouchers.
- Advocate on behalf of people seeking tenancy and maintain tenancy as appropriate with landlords, property managers and housing authorities. Negotiate repayment agreements for households and bill arrearages as necessary. Facilitate connections to help tenants fulfill tenancy requirements.
- Support and foster good landlord tenant relationships, and act as a mediator of landlord tenant conflict when necessary to support maintaining tenancy when appropriate.
- Provide information and referral services for households to programs and services available at WVCEH and other sources. Assist households in identifying resources and applying for benefits or services, with the goal of resolving barriers to permanent stable housing.
- Confer regularly with supervisory and or program coordinator(s) to plan activities, investigate and resolve problems and exchange information.
- Attend committee and staff meetings and related training sessions.
- Other duties as requested.

**PHYSICAL / ENVIRONMENTAL DEMANDS:** *The table below shows how much on-the-job time is spent on the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			x	
Sitting				x
Using hands to finger, handle or feel				x
Reaching with hands and arms				x
Climbing or balancing		x		
Stooping, kneeling, crouching, or crawling		x		
Talking or hearing				<b>x</b>
Tasting or smelling	x			
Other: Please describe. Travel				x

This position is described as **moderate/physical activity** performing non-strenuous daily activities of an administrative nature. The noise level is moderate, as typical of being in public, including going in and out of rental units, meeting with landlords and clients. Travel is required.

**Equipment Used:** Photocopiers, Scanners, Desktop Computer and phone-systems.

**Materials Used:** Office supplies (e.g., bond paper, correction fluid, markers, toner).

**Noise:** Moderate noise.

## REQUIRED CERTIFICATIONS/EXPERIENCE

- Successful candidate will be a highly motivated self-starter, able to prioritize tasks and manage a complex array of needs.
- Applicant should have an understanding in all areas related to homelessness, substance abuse and mental health as well as property management.
- Ideally, candidates will have prior experience with people experiencing homelessness.
- Must have good problem-solving skills, communication and conflict resolution skills, and be proficient with computers.
- Prior experience using the Homeless Management Information System (HMIS) is a plus but not required.
- Applicant will need an understanding of community resources and the wherewithal to navigate complex eligibility requirements for community resources.
- Professional, mature demeanor with the ability to work independently is required.
- The successful candidate will have reliable transportation and must be willing to travel occasionally throughout the designated region and to State office in Bridgeport, WV.
- Although a Bachelor's Degree or Real Estate License is not required, it is preferred. Past experience working in a property management or realty position will be taken into consideration.

## Benefits

- Benefits include health, dental, vision, PTO (4 weeks accrued over the first year), Holidays (12 per year), and 401K.

## Salary

- Salary will be based on qualifications and experience. There will be minimal room for salary negotiations as this is a grant-funded position.

## Work Activities

- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Communicating with People Outside the Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

## Competencies

To perform the job successfully, an individual should be competent in the work styles, knowledge, skills and abilities listed below.

- A knowledge of the homeless population systems and programs
- Ability to work independently in the field and as part of a team in various settings as necessary
- Ability to build relationships with landlords and stakeholders
- Ability to present information thoroughly to a range of stakeholders
- Ability to demonstrate creative and solution-focused problem-solving skills
- Experience with Homeless Management Information System (HMIS)

#### **Work Styles**

- **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- **Integrity** — Job requires being honest and ethical.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Initiative** — Job requires a willingness to take on responsibilities and challenges.
- **Persistence** — Job requires persistence in the face of obstacles.

#### **Knowledge**

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar

#### **Skills**

- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Speaking** — Talking to others to convey information effectively.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

#### **Abilities**

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — The ability to speak clearly so others can understand you.

- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

**APPROVAL AND ACKNOWLEDGEMENT**

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Manager's Name

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Title

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Manager's Signature

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Date

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Employee's Name

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Title

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Employee's Signature

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Date