

CATHOLIC SOCIAL SERVICES

JOB DESCRIPTION

TITLE: SSVF Landlord Liaison
PROGRAM: SSVF
STATUS: Full-time / exempt
SUPERVISED BY: SSVF Program Director
UPDATED: 9/27/22

JOB SUMMARY: This role supports the first step in households of adults and families maintaining permanent housing, while serving as a point of contact for landlords. The housing navigator assists with the housing search and placement within the private rental market along with leveraging supportive services that will assist the participant household to maintain permanent housing. The work of a Housing Navigator is complex and involves both direct client interaction and establishing effective connections with private landlords and local housing organizations.

QUALIFICATIONS:

Competencies:

Requires knowledge and belief in “Housing First” philosophy and strategies. Knowledge or understanding of tenant’s rights and responsibilities as well as “strengths based” case management. Excellent communication skills, particularly listening, mediation, and writing skills. Possess strong organizational skills with ability to meet a demanding workload. Detail oriented to complete requirements of files and contract compliance. Creative thinker/adaptive personality. Concentrated record keeping, budgeting, and mathematical skills; ability to produce required reports to federal, state, and local government agencies and funding sources. Demonstrated knowledge of community resources, social service agencies, and landlords. Fluency in the English language is required. Ability to speak Spanish, Samoan, Yupik, Tagalog or another language other than English is an added asset, but is not required. Sensitivity to cultural and socioeconomic characteristics of population served. A commitment to empowering others to solve their own problems. A conviction about the capacity of people to grow and change. The ability to establish and set appropriate limits with persons served to help them gain skills and confidence. The ability to work collaboratively with other personnel and/or service providers or professionals. The capacity to maintain a role to empower clients and to intervene appropriately to meet service goals. Ability to establish and maintain professional boundaries. Ability to accept supervision and work with other staff and community social service workers cooperatively.

Education / Experience: High School Diploma and one year experience working with the homeless population. One year experience working in residential housing or property management. Experience working with the veteran population or prior military service preferred.

Skills: Must have excellent written and oral communication skills; time management skills; ability to write clear, accurate client notes; ability to complete paperwork thoroughly and accurately; proficiency with Microsoft Office and ability to learn other software applications.

RESPONSIBILITIES:

1. Lead the housing identification process keeping with the goal of placing clients quickly into housing.
2. Work with case management team to coordinate activities.
3. Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
4. Locate and secure housing that meets client needs, promotes consumer choice, is accessible to familiar services and supports and fits grant requirements.
5. Engage the client in a collaborative process by involving the client in the search, in communications with the landlord, and in lease negotiation.

6. Transport clients as deemed necessary.
7. Promote the client's sense of ownership for their new home and transfer valuable skills.
8. Assess the client's understanding of tenant rights and responsibilities and aim to educate clients in these areas as appropriate.
9. Secure relationships with landlords prior to housing search and to advocate effectively while being sensitive to vulnerable populations.
10. Conduct conversation between the client, and the case manager to discuss what was learned during the housing placement phase, along with the passing of information related to the client's needs and strengths that can be valuable to the intensive case manager in moving forward.
11. Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors and creditors).
12. Work with landlords to identify housing for program participants.
13. Negotiate leases with landlords when necessary.
14. Coordinate with intensive case managers to address landlord concerns around rent delinquency, violations of rental agreement terms, and other housing-related concerns.
15. Provide status reports to landlords as issues are addressed.
16. Conduct frequent check-ins with all participating landlords to obtain feedback about processes, successes, and landlord concerns.
17. Once the client is housed, be accessible to aid in negotiations with landlords should challenges emerge related to rent payment, housing conditions, or other concerns that may lead to the need or desire for a client to transfer to another housing unit.
18. Input client data and monitor Homeless Management Information System data quality.
19. Collect data, including but not limited to HMIS reporting and funders' required data.
20. Maintain a complete working file providing activity documentation and copies of all corresponding paperwork.
21. Serve as a representative for CSS with housing related meetings and functions as assigned.
22. Provide crisis intervention as needed
23. Assume other responsibilities as assigned.

Physical Requirements: Ability to climb stairs and to lift a minimum of 25 lbs.

Licenses: Valid Alaska Driver's License. Car insurance. Access to reliable insured vehicle to be used for work-related travel in the Anchorage area.

Training Requirements: Attend agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens. Attend all staff meeting and in service training as required, to include training and orientation to partner agency services.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature_____

Date_____

Supervisor Signature_____

Date_____