family ELDERCARE	**Landlord Outreach Specialist**
Program: Rapid Rehousing	Reports to: Program Manager
Job Location: Rutherford Office / Remote	Position Status: Full-time
FLSA Classification: Non-exempt	Salary Range: $25.52-$26.25 / hour

The Landlord Outreach Specialist coordinates landlord outreach, creates and maintains relationships with housing providers, and coordinates logistics around moving in order to assist clients in connecting to appropriate housing options. Rapid Rehousing (RRH) is a housing first intervention designed to help individuals to quickly exit homelessness, obtain to housing in the community, and not return to homelessness. The RRH team works to find housing for those who are 55+ and experiencing homelessness in the Austin area. This service is done by working collaboratively with an interdisciplinary team and community partners to assist clients in removing barriers, advocating for needs, transitioning clients into housing and ultimately achieving housing stability.

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 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 RRH program staff to ensure the most successful housing placement possible.
- Collaborate with program staff to provide services and necessary supports. 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 a timely 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. Training topics may include, but are not limited to: VAWA protections, how to's on lease signing and maintaining housing.
- Obtain skilled, working knowledge of local Public Housing Agency practices, including the Housing Authority of Austin and the Texas Department of Housing and Community Affairs practices.
- Ensure program accountability by maintaining compliance with all HUD requirements including conducting and documenting Housing Quality Standards inspections; calculating Rent Reasonableness

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.

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 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
- Must have reliable transportation, valid Texas Driver's License, and active auto insurance
- Clear criminal background and motor vehicle driving record

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 safely and successfully perform the essential job functions consistent 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 am able to 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:

Employee Signature: **Date:**