

Job Description



Job Title:	Landlord Outreach Specialist
Department:	Housing Services
Program:	Supportive Services for Veteran Families (SSVF)
Reports To:	SSVF Program Manager
FLSA Status:	Nonexempt/ Hourly

Caritas of Austin Values

Respect

We believe in the inherent dignity of all people, and we celebrate every person's uniqueness and contributions to our work.

Equity

We are committed to fairness and impartiality in the way we provide services and opportunities for service.

Commitment

We are resolute in our mission to build wellbeing and end homelessness for the people we serve.

Excellence

We have high standards for every aspect of our work, continuously raising the bar to provide the best experience and outcomes for everyone we serve.

Innovation

We are leaders in meeting the most pressing needs of the Austin community, continually learning and improving to affect positive change.

Position Summary

The Landlord Outreach Specialist (LOS) will oversee and coordinate landlord outreach efforts for the Supportive Services for Veteran Families Program. Goal is to increase access to private market owned rental property for Veterans moving from homelessness to permanent housing throughout Travis County.

Essential Duties & Responsibilities

- Establish relationships with landlords to assist in locating appropriate housing for Veterans who may have multiple barriers to obtaining permanent housing
- Maintain landlord relationships and develop/maintain database on properties and landlord contacts
- Develop outreach materials and agreements with landlords that will provide rental units to help homeless Veterans access and maintain permanent housing
- Develop/coordinate training events for landlords
- Develop & implement internal referral process
- Coordinate housing placement efforts with referring Veteran Specialist
- Meet with Veteran Families to complete Housing Location intake
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(SSVF Landlord Outreach Specialist) Job Description – (May 2018 revised)

- Meet as needed with Veteran Families to assist with housing search and applications
- Perform and document unit move-in inspections per Habitability Standards
- Maintain statistics and provide reports on a monthly basis
- Participate in departmental meetings related to Veteran housing
- Ability and willingness to work as part of a team and independently with minimal supervision

Qualifications

- Bachelor's degree preferred; Major in Business Administration or Social Science
- Experience working in property management, apartment/housing location or real estate preferred
- Knowledge and skills in identifying affordable permanent housing units
- Knowledge of housing market trends within Travis and surrounding counties
- Proficiency in organizational and record keeping skills
- Experience with non-profits preferred

Competencies

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization; is passionate about advocating for and empowering veterans experiencing homelessness.

Communication: The ability to write and speak assertive and effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities
Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations; is self-aware and can maintain professional boundaries.

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions.
Self-motivated and interested in working collaboratively

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed.

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully; demonstrates a curiosity in connected veterans with need services and resources

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day
- Sits approximately 6-7 hours per day
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift
- Must be able to see clearly with or without corrected vision
- Ability to drive to and from client locations, this may involve sitting for extended periods of time
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

Regular – Normal work hours and days assigned based on a work week of 40 hours