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Homes. People. Partnerships. Good. www.homesforgood.org

Homes for Good cares deeply about the health and safety of our residents, employees and job applicants. As a precautionary measure in response to the current COVID-19 pandemic, Homes for Good will use electronic communication tools such as teleconferencing or video conferencing during our hiring process in lieu of traditional in-person interviews to maximize social distancing.

Homes for Good is seeking a Landlord & Community Relations Specialist to join our team!

Landlord & Community Relations Specialist

Posting # 05.02.2023

Salary - \$46,822.32 - \$62,746.68 annually (\$22.51 - \$30.17 per hour)

WHO WE ARE

Homes for Good Housing Agency is a high performing public housing authority located in Eugene Oregon, servicing all of Lane County (4,600 sq. miles). The Agency's primary work is to help low-income Lane County residents access and maintain affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on racial justice, customer service, quality control, and compliance. Homes for Good is passionate about providing employees opportunities to maximize career growth while experiencing the personal satisfaction of working for a mission driven organization.

At Homes for Good, employees are supported and empowered by a collaborative culture that shapes how we work together with the common goal of providing essential housing services throughout Lane County.

Homes for Good is an equal opportunity employer, committed to Diversity, Equity & Inclusion throughout our organization and within our hiring and promotional practices. We endeavor to hire a workforce that is representative of the communities we serve, with an understanding that a diverse and inclusive staff will strengthen our Agency. All applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity or national origin.

OUR RENT ASSISTANCE TEAM

Our Rent Assistance Division is responsible for the intake and administration of various types of rental assistance offered by Homes for Good, serving over 3,000 low-income Lane County residents. The division is comprised of a team of Housing Specialists, Inspectors, Office Assistants, a Landlord & Community Relations Specialist, Data Analyst, Program Supervisor and Division Director. We believe that safe and affordable housing should be accessible to all, and that we should strive to be an excellent partner in the process of serving our clients.

WHAT YOU WILL DO FOR OUR TEAM

The Landlord & Community Relations Specialist is a key role in the Rent Assistance Division providing support and customer service to private market landlords to in an effort to create housing opportunities for individuals and families with barriers to stable housing. This position creates, builds, and maintains long-lasting relationships between Homes for Good, property partners including private market landlords, program participants and community partners.

DUTIES:

These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Serves as primary point of contact for landlords and property management organizations renting to voucher based housing assistance program participants.
- Creates long-lasting positive working relationships between Homes for Good and property partners by educating both tenants, community partners and landlords in housing related processes, policies and relevant laws & regulations.
- Engages in community outreach to educate community partners, landlords, property management organizations and the public regarding Homes for Good's housing programs.
- Independently responds to communications and inquiries directly related to housing programs.
- Resolves Landlord and Community Partner questions in the lease up process of subsidy holders.
- Resolves questions from Landlords including property owners and property management contacts.
- Builds and maintains community partnerships that enhance service delivery and housing options for individuals experiencing homelessness or significant barriers to stable housing.
- Researches, identifies and builds partnerships with local organizations that focus on obtaining housing for underserved populations; develops partnership proposals and negotiates partnership agreements.
- Monitors and evaluates the effectiveness of partnerships and makes recommendations for improvement.
- Offers ongoing educational opportunities to landlords, tenants, property management organizations and community partners on a variety of topics.
- Conducts housing market research and maintains data on available rental housing units.
- Periodically conducts satisfaction surveys to gain an understanding of resources needed to preserve and expand the quality and quantity of available affordable housing options.
- Acts as subject matter expert, applying expertise in evaluating program operations, and processes related to Landlord tenant law, best practices and Agency/Landlord relations.
- Completes Housing Quality Standard (HQS) Inspections as needed; serves as a back up HQS Inspector.
- Performs other related duties as required.

COVID-19 RELATED CONTEXT

In response to the COVID-19 pandemic and physical distancing restrictions in Lane County, many of our staff are currently working remotely. This position is eligible for part-time remote work but some duties are performed on-site at the Administrative Office located at 100 W 13th Ave, Eugene, OR 97401.

We have implemented policies and procedures designed to protect our team members from COVID-19 exposure. Employees are provided and trained on the contents of our COVID-19 Infection Control Plan. If you are interested in this position and would like to review our COVID-19 Infection Control Plan, feel free to review the plan linked below.

[Homes for Good COVID-19 Infection Control Plan](#)

WHAT WE ARE LOOKING FOR

Studies have shown that women and people of color are less likely to apply for jobs if they don't meet every one of the qualifications listed. We are interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we would encourage you to apply.

Please use your cover letter to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us at hr@homesforgood.org.

EXPERIENCE & TRAINING GUIDELINES:

Any combination of experience and training that would provide the knowledge, skills and abilities to perform the job is sufficient. Typical combinations of training and experience would be:

EDUCATION:

The successful candidate will likely have a four-year college or university degree with major course work in public administration or a related field.

EXPERIENCE:

The successful candidate will likely have two or more years of experience in a similar public facing position that includes presenting educational materials and resolving issues related to housing or community service.

SUBSTITUTION:

We value both education and lived experience. Any combination of experience and education, provided that the knowledge, skills, and abilities to perform the work has been demonstrated, may be sufficient to qualify for the role.

LICENSE OR CERTIFICATE:

The Landlord & Community Relations Specialist often drives Agency vehicles during the course of their duties. Possession of, or ability to obtain, a valid State of Oregon vehicle driver's license, and be insurable at standard rates is required for this position.

This position requires the ability to obtain and maintain certification in lead paint assessment and compliance and HUD's Housing Quality Standards.

IDEAL QUALIFICATIONS:

- Relevant Federal, State, and local laws and regulations governing the Landlord/Tenant relationship and the Housing Choice Voucher (HCV) program.
- Community resources and services available to support individuals and families with low/no income, youth, and individuals living with disabilities.
- Principles of the Housing First model.
- Principles of program reporting and outcome tracking.
- Principles of program planning, development, and implementation.
- Principles and practices of program budget development and administration.
- Principles and practices of report preparation.
- Methods and techniques of auditing program operations and activities.
- Modern office procedures, methods and equipment including computers and supporting research, internet, database, word processing and spreadsheet applications.

ABILITY TO:

- Work both independently and as part of a collaborative team.
- Prepare and deliver informative and engaging presentations to live audiences.
- Analyze, evaluate, and reach sound conclusions regarding issues or problems; resolve and/or direct resolutions; ensure follow up on outcomes.
- Communicate effectively, both verbally and in writing, with employees, Agency partners, clients, landlords and the general public; prepare clear and concise reports.
- Gain cooperation through discussion and mediation.
- Identify and implement process improvements.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Learn, interpret, follow, and apply federal, state, local, and Agency laws, regulations, policies, and procedures related to Agency operations and assigned areas of responsibility.
- Prepare and maintain accurate and complete reports.
- Operate standard office equipment and computers including Microsoft Office products and Agency's enterprise suite. Use and learn new technology as required.
- Use tact, discretion, and diplomacy in dealing with sensitive and/or elevated situations.
- Cultivate and develop inclusive and equitable working relationships with coworkers, community partners, landlords and the public.

- Maintain regular and consistent attendance and perform work without direct supervision.
- Demonstrate a commitment to the ideals of social & economic justice and housing as a basic human right.
- Embrace and promote an inclusive and equitable work environment.
- Recognize the value of each individual and cultural difference and create a work environment where individual differences are valued.
- Communicate and interact with people of multiple cultures, backgrounds and styles by incorporating and adapting to the world view and perspective of others.
- Handle multiple competing priorities, adapting and pivoting in order to be responsive to dynamic and shifting contexts.
- Demonstrate and support a culture of diversity, equity, inclusion, access and social justice.
- Exemplify traits that reflect the Agency's culture, including integrity, customer service, cultural sensitivity, trustworthiness, flexibility and innovation.
- Learn, interpret, follow and apply federal, state, local and Agency laws, regulations, policies and procedures related to Agency operations and assigned areas of responsibility.
- Support Agency goals and values.

WHAT'S IN IT FOR YOU?

COMPENSATION: The pay range for this position **\$46,822.32 - \$62,746.68 annually** (\$22.51 - \$30.17 per hour) with a generous benefits package which includes paid health, dental and vision insurance for you and your family after one month of employment, along with life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

Homes for Good offers a family friendly environment with flexible scheduling options, generous paid time off (PTO) program starting at 17.33 hours per month and paid family leave.

WE'RE THRILLED THAT YOU ARE CONSIDERING APPLYING FOR THIS POSITION!

PLEASE READ THE DETAILS BELOW FOR INSTRUCTIONS ON HOW TO APPLY FOR THE ROLE

APPLICATION PROCEDURE:

[Click here](#) to complete an online application.

Applications will be reviewed for relevant experience, education and training.

All applicants will be required to take a pre-employment assessment upon submission of application materials. A link to the pre-employment assessment will be included in a confirmation email. Applicants who fail to take the pre-employment assessment will not be considered for further consideration.

The pre-employment assessment is an important step in our hiring process. If you do not receive an email confirmation with a link to the assessment after you submit your application, please check your junk mailbox. If you are unable to locate the confirmation email and assessment link, please email us at hr@homesforgood.org and we will send you the assessment link

The best-qualified applicants may be invited to complete further testing, which may consist of any combination of written, oral, performance exercises and/or skills testing. Responses to supplemental questions are required if applicable.

POSTING DATE: Tuesday, May 2, 2023

CLOSING DATE: Tuesday, May 16, 2023 at 6:00pm

This position is represented by AFSCME Local 3267.

Note: *This is an equal opportunity employer and complies with State and Federal laws and regulations relating to the 1973 Rehabilitation Act, Section 504, and the 1990 Americans with Disabilities Act (ADA) and the 2009 Americans with Disabilities Act Amendment (ADAA). Homes for Good does not discriminate on the basis of disability status in the admission or access to its federally assisted programs or activities. Entrance Requirements: Homes for Good will establish or revise the entrance requirements of this position in order to provide a reasonable accommodation for a disability if doing so does not impose an undue hardship on the operation of the program. A reasonable accommodation may include, depending on the nature of the job duties, waiving the requirements for a physical examination and/or the requirement to possess or obtain a driver's license. It shall be the policy of Homes for Good to assist and encourage the employment of persons with disabilities who are able and qualified to perform the work for which they have made application. Disclaimer: The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. This position specification is not an employment agreement or contract. Homes for Good has the exclusive right to alter this position specification at any time, without notice. This position specification is not an employment agreement or contract. Homes for Good has the exclusive right to alter this position specification at any time, without notice.*