
POSITION TITLE: **Landlord Liaison CASE MANAGER (CM4)**
REPORTS TO: Housing Division Director

March 2024

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY:

The Landlord Liaison supports RRCA in the following way: responsible for leading emergency housing efforts to effectively work with new and existing landlords and owners with the goal of expanding the number of units available to households receiving emergency rental assistance. The Landlord Liaison is responsible for increasing access to both private and public rental markets for those utilizing our rapid rehousing programs.

The Liaison will identify permanent housing units in the rental market throughout Stevens County, develop partnerships with landlords to overcome barriers that prevent eligible households from obtaining permanent housing, and work closely with Housing case managers to ensure clients can access housing. In this context, the incumbent in this position will collaborate with others at all levels of the organization.

The Landlord Liaison Case Manager will also provide intake and case management to clients at our emergency shelter programs to begin building repour with clients who are eligible for rapid rehousing assistance.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- * Act as a liaison and mediator for housing issues that may arise between clients and landlords.
- * Assist housing case managers with coordination of residential support services.
- * Emergency Shelter intake, placement and case management.
- * Gather relevant and useful data from the client, family, other agencies, and so on to formulate a housing assessment of the client and his or her family.
- * Monitor adherence to the plan and manage the flow of accurate information within the action system to maintain a goal orientation and coordination momentum.
- * Assists customers to access resources via direct assistance and/or referral.
- * Provide information to help the client and their family in situations of crisis and conflict with referrals to service providers.
- * Provide responsible renter classes for homeless households.

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- * Perform landlord outreach efforts to discuss advantages of participating in emergency housing programs.
- * Complete the necessary paperwork to maintain documentation of client progress and adherence to the plan by all concerned.
- * Act as a liaison between the client and his or her family and all relevant professionals, programs, and informal resources involved in the overall intervention plan to help the client make his or her preferences known and secure the services needed.
- * Act as a liaison between programs, providing services to the client to insure the smooth flow of information and minimize conflict between the subsystems.
- * Establish and maintain credibility and good public relations with significant formal and informal resource systems to mobilize resources for current and future clients.
- * Remains current on agency and community-based resources.
- * Provide regularly scheduled monitoring of assigned clients.
- * Provide a wide variety of direct assistance including budgeting, basic life skill and landlord mitigation.
- * Monitor client outcomes to ensure attainment of the program performance standards.
- * Remain current on state and federal policy, requirements, laws and regulations governing program and services.
- * Develop and maintain systems and records that provide for the proper evaluation, control, and documentation of assigned operations.
- * Prepare reports and correspondence as required.
- * Gather, interpret and prepare data for studies, reports, & recommendations, coordinate program activities with other departments and government agencies.
- * Complete data entry in multiple systems for eligible clients.
- * Perform other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the dynamics of social service delivery principles and practices.

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- Knowledge of crisis intervention and counseling principles and practices.
- Ability to prepare reports, correspondence and documentation.
- Ability to comprehend complex documents and concepts.
- Ability and willingness to maintain client confidentiality.
- Ability to understand and apply federal, state and local policies, procedures and regulations applicable to the area of assignment.
- Capable of analyzing and evaluating client needs and development and implementation of corrective action(s) to resolve issues.
- Ability to communicate effectively, both orally and in writing, including public presentations.
- Ability to establish and maintain effective working relationships with agency staff, partner agencies, and general public.
- Knowledge of computer applications including MS DOS, MS Word, MS Excel.
- Ability to access and egress non-ADA facilities and homes.

EDUCATION AND EXPERIENCE:

Bachelor's degree in human/social services or related field and two years relevant experience either paid or as a volunteer.

or

Any combination of education and experience which would provide the applicant with the desired skills, knowledge, and ability required to perform the job.

REQUIRED CERTIFICATION AND LICENSES:

- Valid driver's license in state of residence.
- Auto insurance in the amount required by the State of Washington.
- Access to reliable transportation
- Acceptable completion of a criminal history background check
- Additional training for program specific purposes will be required after hire
- Receive a responsible renters instructor certificate within 6 months of employment

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Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone, and keyboard reach.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting is required (up to 50 lbs.)
- Ability to uphold the stress of traveling.
- Regular, predictable attendance is required.

The work environment characteristics described are what is encountered while performing the essential functions of this job.

- Moderate noise (i.e. business office with computers, phone, and printers, light traffic).
- Ability to work in a confined area.
- Ability to sit at a computer terminal for an extended period.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions (general responsibilities).

* **ESSENTIAL ELEMENTS**