



## Job Announcement

Posted: 7/6/2022

### *Landlord Engagement Specialist SSVF*

*ACCESS is an energetic, diverse, and compassionate team that creates positive change in the community every day. If you are dedicated, hardworking and have a passion for helping others, ACCESS is the place for you!*

<b>Job Title:</b>	Landlord Engagement Specialist-SSVF (Non-Exempt)
<b>Job Hours:</b>	Full Time (40 Hours)
<b>Salary:</b>	\$18.00 to \$21.25 Hourly DOE
<b>Benefits:</b>	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

#### **Position Summary**

The Landlord Engagement Specialist in Supportive Services for Veteran Families works as part of a multi-disciplinary team of outreach, intake, case management, and program support working together to address Veterans' housing stability needs in Jackson County. This position will locate and secure permanent housing opportunities, for program participants, as quickly as possible through outreach to landlords, property managers and housing authorities. In addition, the Landlord Engagement Specialist collaborates closely with landlords and participants to mediate landlord-tenant issues to help ensure successful tenancies.

#### **Position Duties & Responsibilities**

- Conduct research, outreach, education, and public relations to build a pool of landlords and property management companies interested in renting to program participants.
- Establish and maintain ongoing relationships with landlords, property management companies and housing authorities.
- Assist in the processing and submission of applications for housing (subsidized and unsubsidized).
- Conduct inspections of potential permanent housing units where program participants will reside.
- Collaborate with program participant's multi-disciplinary team to best support participants to stability.
- Provide tenant education including Tenant rights and responsibilities and identify housing discrimination signs.
- Maintain a regular and open line of communication with landlords to assess the landlords' satisfaction with the programs and address any questions or concerns that the landlord may have.
- Respond to complaints from landlords & participants related to housing conditions & provide mediation.
- Document and maintain up-to-date information on services provided to the participants in collaboration with participants support Specialist.
- Participate in staff meetings and attend trainings as assigned.
- Prepare and maintain regular activity reports.

#### **Position Requirements**

- Belief in ACCESS' mission to provide food, warmth, and shelter to Jackson County residents.
- Minimum 1-year experience working with affordable housing services.
- Minimum 1-year experience providing services to vulnerable populations.
- Have a basic understanding of property management and tenant law.
- Excellent computer skills including proficiency in software programs including but not limited to



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Microsoft Office products and web-based applications.

- Excellent oral and written communication skills including interpersonal skills.
- Demonstrated organizational skills and attention to detail.
- Willingness to become a Tenant Educator Trainer with Rent Well or similar curriculum.
- Demonstrated ability to work effectively with customers and co-workers, and sustain participant and interdepartmental confidentiality.
- Ability to maintain a professional demeanor with working with people that are in difficult situations.
- This position is required to have a work issued cell phone (in lieu of a cell phone other similar options are available per the agency Cell Phone Election Form).
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

**Apply by Sending Application, Cover Letter & Resume To**  
ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504  
OR Email [hr@accesshelps.org](mailto:hr@accesshelps.org)