

HUB PROJECT: 1 FT Landlord Support Coordinator

The Housing Support Services Hub is an inter-agency initiative intending to enhance the capacity of member agencies to increase their service users' housing stability. Working collaboratively within a web of community resources, the Housing Support Services Hub will provide a set of core services to member agencies staff who are working directly with individuals and families facing housing issues. These core services would include case consultation, landlord recruitment/support and household financial management services.

Job Purpose

The Landlord Support Coordinator ensures that professional working relationships are developed with landlords so that tenants find and maintain appropriate housing situations. Through interviews designed to assess the support needs of landlords, this position will establish a greater understanding between both landlords and tenants, thus, freeing up vacancies for those previously considered difficult to house and ensuring proper supports that will result in people being housed longer. This coordinator will also play critical role

Duties and Responsibilities

- Carry Out interviews to assess housing and support needs of landlords. Take part in decisions on allocation of supportive housing.
- Listen to landlord problems on a one-to-one basis, if required, and help ensure that they are supported through periods of difficulty.
- Refer tenants on to more specialized support and liaise with relevant statutory and voluntary agencies where appropriate.
- Be a point of contact for out-of hour's emergencies and assist in the day-to-day problem solving for landlords.
- Explore the viability of a contingency fund for both landlords and tenants to recover costs associated with damage or neglect of rental suite.
- Assess the need 24/7 telephone service for landlord support
- Maintain an adequate filing system by keeping documentation filed in a timely and logical manner;
- Promote teamwork to meet Agency goals, building positive relationships and supporting individuals equitably and fairly
- Demonstrates appropriate warmth, compassion and care towards all Families and Individuals

Qualifications

- Undergraduate degree in the field of Human Services or Social Sciences
- Specialized Knowledge in the areas of social housing and transitional housing supports

- Must possess empathy for needs of owners and clients within a landlord/tenant relationship
- Knowledge of property management and trades
- Minimum 2 years of relevant experience with a supportive housing organization required
- Strong Interpersonal skills
- Good organizational skills
- Written and verbal skills
- Ability to carry through with professional development
- Ability to identify and facilitate conflict resolution
- Knowledge of office equipment and computer software programs i.e., MS Word; MS Access; MS Publisher; Outlook
- Knowledge of Agency programs
- Adaptability regarding emergent priorities
- Self directed and motivated but clearly able to follow direction

Working conditions

This position is a Full-time position 37.5 hours per week, Two year term.

Salary: \$ 39,818 - \$ 46,000 plus benefits

Apply with resume & references to:

Human Resources Manager & Program/Volunteer Coordinator

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