



**Landlord Liaison
Job Description
Jan 2012**

Start Date: January 2012

Term: Minimum one year, subject to funding

Hours: 40 hours per week (as scheduled)

Salary Range: \$39,520 - \$43,680

Probationary period: 6 months

Reports to: Director of Support Services

Please submit resume and cover either in person to 827 Fisgard Street or via email to pacifica@pacificahousing.ca . This competition will remain open until filled. Only those candidates selected for interviews will be contacted, No Calls Please

*The **Landlord Liaison** initiates and maintains relationships with private market landlords to create housing opportunities for clients with multiple barriers to stable housing. The position assists in assessing and placing qualified individuals in housing and shares administrative responsibilities required to facilitate housing placement and maintenance.*

The Landlord Liaison position is unique in that it encompasses two programs: The Homeless Outreach Program (HOP) and the Greater Victoria Streets to Homes Program (S2H). As a result, the incumbent will be required to possess a strong working knowledge of both programs. They will also be required to maintain an objective perspective and to balance duties between both programs. The Landlord Liaison is an integral member of both teams and will develop and maintain cohesive working relationships with all outreach and support workers.

The duties include, but are not exclusive to the following:

Landlord Relations

In support of both programs mentioned above, the Landlord Liaison will:

Recruiting:

- Identify and approach private market landlords with the intention of having them provide housing opportunities
- Act as first point of contact for landlords
- Establish positive working relationships with landlords
- Provide education and support to interested landlords
- Develop and support “best practises” for landlord relations

Maintaining:

- Maintain ongoing relations with existing landlords
- Maintain regular contact with landlords to identify vacancies and encourage ongoing communication
- Provide trouble shooting/problem solving support for existing landlords and tenants in conjunction with support staff
- Manage damage claims from landlords
- Ensure legal compliance with relevant legislation such as the Residential Tenancy Act
- Maintain all relevant information and statistics including lists of current landlords housing S2H clients
- Monitor and complete all reporting obligations with relevant funders and community stakeholders
- Represent both programs in local and provincial initiatives involved in addressing homelessness, where appropriate

S2H Client Placement

Regular Stream:

- Attend weekly S2H Frontline Worker’s Group meetings
- Provide input during the S2H intake and assessment process
- Meet with client and S2H Follow up Support Worker (FSW) to discuss housing options and preferences
- Review listing of current and upcoming suite availability
- Arrange suite viewing
- Arrange for completion of a condition inspection report with tenant, landlord and FSW at beginning of tenancy
- Apply for subsidies for S2H client
- Track and report on subsidies
- Act as a liaison between the landlord, the S2H FSW and the Ministry of Social Development regarding the recovery of rent advances and/or damage deposit where appropriate.
- Arrange and carry out a joint end of tenancy property inspection with the landlord, tenant and S2H FSW, as required.

S2H Private Public Housing Initiative stream:

- Liaise with and assess referrals from supported housing partners
- Follow similar placement procedure as noted above

Pacifica Client Placement

- Attend Pacifica Housing's weekly Housing Outreach and staff meetings
- Review listing of current and upcoming suite availability
- Advise and consult with outreach workers regarding suitability of placements for HOP clients
- Arrange for annual events such as "Landlord Appreciation Day"

Housing Maintenance & Transfer Process (Responsibility shared with outreach or support worker)

- Assist in negotiating specific arrangements with Landlords to mitigate evictions
- Coordinate move-out and suite remediation arrangements when required
- Help secure appropriate alternative accommodations for evicted/transferred clients when required and appropriate
- Facilitate replacement tenant selection and move-in
- Coordinate completion of forms/documents such as "Stop/change" for utilities, subsidies etc.

Community Relations

In consultation with management staff, the Landlord Liaison is involved in the following;

- Develop and implement strategies to promote applicable Pacifica Housing services
- Increase community awareness of and support for safe affordable housing
- Participate in related community based meetings, committees and groups regarding housing and support services for the hard to house and homeless
- Initiate and maintain community partnerships that enhance service delivery and housing options for homeless and hard to house individuals

Knowledge, Skills and Qualifications

- Post-Secondary Social Work, Psychology or Mental Health & Addictions education
- Experience in social services or a related field required
- Thorough knowledge of the Residential Tenancy Act
- Understanding of best practices in property management
- Demonstrated capacity to engage diverse populations in community based initiatives
- Understanding of the impacts of addiction, mental health, homelessness and poverty
- Ability to work effectively with individuals living with multiple barriers to stable housing including: mental health and substance misuse issues, physical disabilities, brain injury and other behavioural issues
- Awareness and belief in the value of harm reduction practices
- Capacity for compassion and sensitivity when assessing individual needs
- Conflict resolution/crisis prevention skills
- Knowledge of local community resources
- Ability to communicate effectively with clients, staff and community professionals
- Access to a reliable vehicle with "business use" insurance and adequate liability (\$2 million minimum)
- Strong organizational and time management skills
- Flexibility
- Eager to operate as part of an interdisciplinary team