



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

LANDLORD LIAISON

FLSA Status: Non-Exempt

Summary of Position:

The Landlord Liaison will complete development of and execute implementation of Connections for the Homeless' Landlord Support Program. The Landlord Liaison will establish policies and procedures, match tenants and landlords for purposes of a year-long pilot of the program, manage and enhance the program for the period of the pilot, and assess, improve, and manage further growth of the program as appropriate.

Specific Duties:

Recruit landlords to work with Connections for the Homeless and cultivate relationships with them.

- Develop and maintain landlord database
- Provide networking opportunities for landlords in order to create community amongst them.
- Assist landlords with problem solving on matters related to tenant behavior, avoidance of eviction, recognizing when additional tenant assistance is required, etc.
- Develop Landlord Stewardship Procedures for housing case management staff. Serve as in-house consultant to case managers when landlord issues arise.

Manage Connections' Rent Guarantee and Risk Mitigation Program for landlords

- Engage and manage waitlist of potential tenant participants.
- Match potential tenants and landlords with openings, and facilitate lease and application process.
- Connect tenants to partner-agency financial coaches, monitor tenant experiences.

- Negotiate with landlords and tenants regarding issues of nonpayment or other matters that could result in eviction of tenants, ensuring that both landlord and tenant perspectives are respected.
- Administer curriculum on Best Practices for Successful Tenants for apartment seekers, focused on helping them to become more attractive applicants for housing.

The following qualifications are requirements for the position:

- Ability to utilize Harm Reduction, Trauma Informed Care, and Connections' core values in all work at Connections
- Ability to use computer programs such as Microsoft Office
- Strong communications skills, both verbal and written
- Exemplary time management skills
- Ability to lift up to 30 pounds
- Valid Illinois driver's license

The following qualifications are highly desirable:

- Experience working with landlords on behalf of renters.
- At least three years experience working in social services and/or with people experiencing homelessness

Other requirements:

- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis.

Reports to: Director of Housing Programs

April 2021