



Job Title:	ECHO Community Housing Liaison
Reports To:	Community Housing Program Manager

Interested candidates please submit a resume and cover letter to humanresources@austinecho.org. Position will remain open until filled.

Position Summary

ECHO assists a continuum of direct service programs working to end homelessness in Austin/Travis County by providing them with community-wide technical assistance and strategic systemic input. The primary responsibilities of the ECHO Community Housing Liaison are to connect ECHO's partner agencies with housing opportunities and resources. The Liaison will also work collaboratively to maintain the housing partnerships and housing placements by addressing landlord concerns as they arise during and after tenancy. The Liaison will serve as the main point of contact for Permanent Supportive Housing and Rapid Rehousing teams working to connect households transitioning from homelessness back into stable housing.

In 2017, the Austin community was awarded \$5 million to develop a system to end youth homelessness. As part of this system, the ECHO Community Housing Liaison will work directly with individuals enrolled in youth programming and their case managers to connect them to housing resources.

Essential Duties & Responsibilities

Liaise between the ECHO Community Housing Department and partner agency staff to ensure smooth access to housing resources.

Housing Opportunity Liaising and Application Processing

- Maintain standards of confidentiality with regards to sensitive client information between community agencies and landlords
- Field questions and inquiries about specific ECHO housing opportunities from direct service staff at partner agencies
- Review rental applications for completeness, and provide respectful and conscientious feedback, as needed, to partner agencies
- Submit rental applications to partner properties and ensure that the process from application processing to lease signing proceeds in a timely manner
- Field inquiries and process requests for ECHO housing tools requiring financial assistance
- Maintain notes on issues arising at partner properties, addressing them when appropriate or reporting to supervisor as needed
- Possess a skilled, working knowledge of general property management practices, partner agency programming, application processes
- Possess a skilled working knowledge of Public Housing Authority practices, including Housing Authority for the City of Austin and Travis County Housing Authority practices to be demonstrated by understanding of Housing Choice Voucher (HCV) processes, including navigating the Housing Assistance Payment (HAP) and Housing Quality Standard (HQS) processes and expectations.

Community Collaboration

- Represent ECHO with partner agencies and housing providers
- Maintain collaborative communication with ECHO partner agencies' direct service staff



- Exercise appropriate authority, when needed, using sound judgment;
- Advise partner agencies on completing rental applications and other support materials
- Provide trainings, as needed, on Community Housing Department resources and/or skills related to housing individuals exiting homelessness
- Uphold program and personnel policies and procedures, while also supporting other ECHO staff.

Partner Property Relationship Maintenance

- Ensure timely follow up to property management concerns
- Communicate issues expressed by property management to supervisor
- Collaboratively address consistent concerns expressed by property management staff, and consider systemic fixes if needed
- Update internal resources to ensure knowledge of partner properties' level of occupancy

Youth Programming Housing Location and Landlord Outreach

- Comfort with and ability to meet directly with individuals experiencing homelessness to identify their housing barriers and needs
- Complete application materials in close collaboration with program participants and supporting case managers
- Submit application materials to landlords and complete necessary follow-up to facilitate the application process and move-in
- Collaborate with case managers when issues arise during clients' tenancy

Performs other duties as assigned by supervisor.

Qualifications

EXPERIENCE

- 1-2 years' experience locating housing for households experiencing homelessness or other disadvantaged populations

AND/OR

- 1-2 years' experience working in property management, leasing, marketing, or sales

AND/OR

- 1-2 years' experience providing housing stability services to households who have recently exited homelessness

Valid Driver's License and dependable vehicle required.

EDUCATION

Required: Knowledge and skills in completing rental applications, collaborating with others, and basic understanding of mediation.

Preferred: Knowledge and skills related to Fair Housing legislation, affordable housing guidelines and funding sources, and local rental market. Associates and/or Bachelor's degree.

COMPUTER SKILLS

Computer literate – HMIS Service Point, Outlook, Excel, Word, PowerPoint (strong Excel skills).

Competencies



Accountability and Self-Motivation: Takes personal responsibility and ownership for adhering to all company policies and procedures. Proactively addresses problems. Completes work in a timely manner and in accordance with performance expectations. Excels at meet deadlines

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization; Is comfortable asking questions when questions arise.

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others.

Organization: Uses time efficiently by prioritizing and planning work activities; maintains open communication with team about work-related activities; ability to manage and organize multiple tasks (short and long term),

Integrity and Respect: Demonstrates utmost level of integrity in all instances, and shows respect towards others and towards company principles, particularly households receiving services.

Judgment: Demonstrates ability to make independent and sound decisions in all situations; exhibit critical thinking skills.

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions.

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed.

Customer Service: The treatment of any party, regardless of relationship with respect and humility; ability to demonstrate a balanced approach when liaising between different parties; ability to maintain composure and respect when fielding concerns, questions and feedback;

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people.

Attention to Detail: Follows detailed procedures to ensure efficiency and accuracy in the entry and reporting of data on housing placements, completion and submission of applications and all other task.

Problem Solving: Identifies proactively and resolves issues innovatively and collaboratively.

Work Hours/Schedule

Regular – Normal work hours and days assigned based on a 40 hour workweek. Some nights and weekend meetings might be required to meet the need of property owner schedules.