ECHO Job Description

<table>
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<tr>
<th>Job Title:</th>
<th>ECHO Community Housing Liaison</th>
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<tr>
<td>Department:</td>
<td>Strategic Initiatives</td>
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<tr>
<td>Reports To:</td>
<td>Director of Strategic Initiatives and Executive Director</td>
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<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
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<tr>
<td>Salary:</td>
<td>$40-45,000 DOE</td>
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**Position Summary**

ECHO’s Department of Strategic Initiatives provides community-wide technical assistance on strategic systematic changes working towards ending homelessness in Austin/Travis County. The ECHO Community Housing Liaison supports the ECHO collaboration to identify affordable housing, develop positive relationships with local property owners and landlords, create a property directory for ECHO partners and a list of affordable units for the public. The ECHO Community Housing Liaison will strategically assess and expand current local housing stock to best support and collaborate with community partner efforts on rapid rehousing, permanent supportive housing, housing voucher acceptance and relocation services for individuals who are currently experiencing homelessness. The Liaison will work with local authorities and property owners to inventory affordable units. In times of natural disaster like fires and floods, the ECHO Community Housing Liaison will work with the community to address housing needs of victims.

**Essential Duties & Responsibilities**

Recruit property owners and landlords to work with housing stability programs led by ECHO partner agencies like Caritas, Front Steps, Salvation Army, DACC and more to house clients needing Permanent Supportive Housing and Rapid Rehousing Support, sometimes using vouchers like Section 8, TBRA and VASH.

Marketing and Recruitment

- Conduct on-going community outreach and presentations to various housing property owners, landlords, community partners and potential supporters about housing assistance programs, including “housing first” strategies.
- Create materials to leave behind that explain housing assistance and stability programs
- Identify and recruit properties in Austin/Travis County willing to lease to participants of various rental assistance programs, individuals experiencing and/or at risk of homelessness, individuals with barriers to housing such as criminal history, evictions or poor credit.
- Manage fund used for landlord incentives and develop program policies and procedures

Collaboration Leadership

- Maintain contact with ECHO partner agencies’ staff serving as community landlord outreach specialists and housing case managers via email and in person on a regular basis, including coordinating the ECHO Landlord Specialists group on a regular basis.
- Create and maintain an ECHO Housing Property Directory with details about the degree of participation with housing assistance and stability programs, property staff and contact information etc. to assist ECHO partner agency staff with housing location.
- Work with City and County and others to develop a list of tax credit and bond funded units that impose income limits; publish the list
- Connect with other housing advocacy groups like Housing Works, AHA, Austin Tenants’ Council, etc. to understand local housing trends and regularly update the ECHO community.

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- Provide support, assistance, meeting facilitation and input regarding the Permanent Supportive Housing and Rapid Re-Housing processes for Coordinated Assessment and HMIS reporting.
- In times of natural disaster like fires and floods, work with ECHO HMIS staff and City of Austin HHS to address housing needs of victims.

Performs other duties as assigned by supervisor.

Qualifications

EDUCATION & EXPERIENCE
Bachelor’s degree required, Master’s degree preferred
Preferred: Non-profit experience (volunteer or paid) and understanding of social service programs. At least 1 year professional experience working in property management, affordable housing, real estate or housing inspection, preferred.
Required: Knowledge and skills in building relationships, identifying affordable permanent housing units, working with the public and marketing a program. 1-2 years’ experience working with housing individuals at risk or experiencing homelessness or other disadvantaged populations, or comparable experience.
Valid Driver’s License and dependable vehicle required.

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

Competencies

Ability to meet deadlines, exhibit critical thinking skills, communicate clearly and anticipate problems, strong organization skills, and attention to detail. Excellent communication skills both oral and written, ability to manage and organize multiple task (short and long term), ability to manage and prioritize time and responsibilities.
Excellent customer service skills. Ability to Work in a variety of settings including homeless day centers and other community settings as well as the office environment.

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.

Communication: The ability to write and speak effectively; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others. Establish positive rapport with a variety of people, some of whom may have had negative experiences with service providers in the past. Maintain strict confidentiality, and maintain professional ethics and boundaries. Comfortable with public speaking and “cold calls”.

Organization: Uses time efficiently by prioritizing and planning work activities.

Integrity and Respect: Demonstrates utmost level of integrity in all instances, and shows respect towards others and towards company principles. Work respectfully and effectively in a multi-cultural environment.
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**Judgment**: Demonstrates ability to make independent and sound decisions in all situations. Make recommendations for changes or appropriate actions to partner agencies and supervisor in a respectful and collaborative manner.

**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. Develop and maintain positive working relationships with community partners and perform multiple tasks simultaneously.

**Accountability**: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations. Ability to work and complete tasks independently with minimal supervision.

**Customer Service**: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

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<th>Work Hours/Schedule</th>
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<td>Monday-Friday work hours assigned based on a 40 hour workweek. Some nights and weekend meetings might be required to meet the need of property owner schedules.</td>
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Applicants should send cover letter and resume to Kameron Fowler, ECHO Director of Strategic Initiatives at kameronfowler@austinecho.org. Positions open until filled.