



Position Description

Position Title:	Landlord Navigator	Department:	HCV Department
Reports to:	Director of Assisted Housing Programs	Approved By:	Sarah Smith
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of the role of the Landlord Navigator liaison is to help improve FWHA Landlord partnerships and collaboration, increase landlord participation and satisfaction with Affordable Housing programs, housing services, and foster improved Agency-Tenant-Landlord communication and relations.

The incumbent will help all stakeholders (i.e., landlords, applicants, participants, colleagues, and members of the community) to better understand and navigate the Request for Tenancy Approval (RTA), Lease up, HAP and Inspections processes, regulations, policies.

In addition, the incumbent will effectively and efficiently reduce agency and landlord administrative burden by centralizing and streamlining all workflow processes directly related to landlord program participation, customer service needs and priorities.

In addition, the incumbent performs project coordination and support activities for special projects in Operations through completion, working collaboratively with other Authority departments as needed.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Liaison between third party inspectors, applicants, and participants to ensure all appropriate notifications and inspection protocols are followed and redress any non-compliant parties, issues, or report findings.
- Communicate with Landlords to ensure understanding of HCV regulations, policy, and expectations of FWHA, Landlords and program participants.
- Responsible for Landlord education and outreach, recruitment, and new owner enrollment into the HCV program.
- Facilitate Landlord and Community Service Providers briefings and host quarterly Landlord “Lunch and Learn” events to provide updates on HUD and FWHA programs and housing services initiatives.
- Ensures that rental rates and landlord contracts are appropriate and in accordance with HUD requirements; communicates with landlords and negotiates modified rates as required; and establishes the recommended Housing Assistance Payment (HAP) and contract rental rate.



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- Provide support to department programs by executing functions and processes in Yardi associated with the creation and accuracy of vendor, property, unit, program, and tenant code information required to initiate and finalize the RTA, Lease up, Inspections and HAP Contract process.
- Participates in the research, planning, development, and implementation of Operations' special projects and events; determines whether adequate controls are incorporated in the projects; ensures thorough monitoring is performed at appropriate stages; ensures system documentation is complete and accurate; and needs are met.
- Process RTA's, Rent Increases, Rent Comps, Rent Negotiations, Lease Request, and issue all corresponding notices to appropriate parties.
- Actively participate within the landlord community and engage with prospective owners and property managers to promote FWHA brand awareness and housing opportunities for program participants.
- Update Housing Coordinator/ HCV staff when substantially sized property owners and managers notify the agency of their intent to enroll or no longer participate in the HCV voucher program.
- Maintain FWHA Master landlord listings for landlord mass communication campaigns and primary source material used to compile landlord referrals for program participants.
- Monitor all digital platform services including but not limited to; Rent Café, FWHA Website, email inboxes designated for landlord liaison point of contact communications, activities, marketing, documents and records management.
- Be abreast of local rental market trends and available housing stock; interpret housing trend data and provide recommendations and research information for Operation leadership.
- Drafts and reviews project documentation to and from management; holds consultations with appropriate colleagues or outside consultants, as directed.
- Monitor and track landlord complaints, grievances and resolutions implemented to comply with HAP Contract and FWHA Customer Service policy and procedures.
- Design and conduct landlord surveys and questionnaires to gauge landlord interests and priorities, agency program performance and areas of needed improvement.
- Compiles and prepares owner and housing data reports in low-poverty census tracks, high-opportunity areas to evaluate, analyze, draft and review strategy to implement MTW initiatives to decrease concentration of poverty.
- Establishes and maintains collaborative, productive, and effective working relationships with various levels of leadership, staff, landlords, residents and outside agencies and the general public.
- Attends meetings, conferences, and workshops to maintain current knowledge of application programs; promotes agency through participation in outreach programs, landlord engagement committees.
- Promote FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (MTW, HOTMA, fair housing, economic development, welfare-to-work, etc.)
- Dedicated to work directly with a diverse population.



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- Supports and enhances a sense of belonging with employee, client and community member interactions.
- Work towards equity and our agency's commitment to diversity, equity, inclusion and belonging.
- Influence the department into developing a culture of improvement in all areas through defined strategies.
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed



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Education and/or Experience

Bachelor's degree in related field: Business Administration, Public Administration, Social Work, Psychology, Sociology, or related field from an accredited college or university and a minimum of 3 years' experience in project coordination, process analysis, and improvement practices. An equivalent combination of education and experience may be considered. Must possess a valid state driver's license and be insurable under the Authority's plan.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks. May be required to obtain certifications in Housing Quality Standards (HQS), HCV Specialist, and Procurement within one year.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority

Date