



New Mexico Coalition to End Homelessness

Lead Landlord Liaison

The City of Albuquerque created the Landlord Engagement Program (LEP) to foster meaningful partnerships with landlords and property management professionals with the goal of encouraging them to rent to voucher holders. This program specifically targets voucher households with a Permanent Supportive Housing (PSH) voucher funded by the City of Albuquerque or HUD Continuum of Care funds within the City of Albuquerque. The LEP aims to provide consistent support to landlords, financial remedies, and incentives and reduce the complexity of the voucher system for those renting to PSH voucher holders.

Responsibilities:

- ❖ Provides supportive services for landlords, including regular check-ins and availability to discuss tenant issues and/or assistance navigating the City of ABQ and CoC voucher system
- ❖ Works with housing providers' supportive services staff and PSH voucher participant(s), if necessary, to facilitate solution-finding to tenant/landlord issues
- ❖ Builds rapport and working relationships with a variety of property owners and property management companies ranging from “mom and pop” sites to large companies
- ❖ Builds a list of landlords and related resources to pass on to housing support staff
- ❖ Provides outreach, engagement, and education for landlords and recruits new landlords
- ❖ Assists landlords to understand the benefits of the Landlord Engagement Program (LEP)
- ❖ Assesses landlords' needs and offers appropriate financial and social supports from the LEP
- ❖ Assists landlords to navigate available services and file claims or other paperwork as necessary
- ❖ Provides information to support services staff and housing navigators regarding landlords, vacancies, and availability of rental units
- ❖ Attends and acts as a representative to landlord-focused community efforts
- ❖ Identifies gaps in the system of housing services/supports, works to resolve them as needed, and communicates appropriate findings and concerns to program supervisory staff
- ❖ Supervision of Landlord Liaisons

- ❖ Collection, analysis, and reporting of program data to major partners and others
- ❖ Facilitation of weekly Cohort meetings with Landlord Liaisons, Fiduciary Partner representatives and City of ABQ representative (as needed)
- ❖ Presentations to and partnerships with larger community groups
- ❖ Convening of partners when necessary for input
- ❖ Program evolution and change management including evolution of the LEP Program Guidelines

Full time:

40 hours per week, Monday through Friday, 8:00 am to 5:00 pm, or as arranged with supervisor.

Salary: \$58,000

Qualifications:

- 3 years of experience in property management preferred
- Must be proficient in computer applications, including Microsoft Office
- Possess an understanding of and practice cultural sensitivity
- Reliable transportation and proof of a valid and current New Mexico Driver's License and current insurance, along with a clean MVD record required
- Must be willing to undergo a background check
- Bilingual preferred.

Diversity and equity are important to ending homelessness. The NM Coalition to End Homelessness is passionate about building and sustaining an inclusive and equitable working environment for staff, clients, and partner agencies. We believe every member of our team enriches our diversity by exposing us to a broad range of knowledge and experiences that allow us to design and deliver stronger services and support in ending homelessness in New Mexico. We welcome applicants with lived experience of homelessness, people of diverse racial and ethnic backgrounds, people who are differently-abled, and LGBTQ+.

To apply, please send a cover letter, resume, and three professional references' names, email addresses, and telephone numbers to alexandra-p@nmceh.org.