

**Position:** Landlord-Tenant Resource Center Eviction Specialist

**Job Classification:** Full-Time/Non-Exempt

**Job Status:** Grant Funded

**Salary Range:** \$18-\$20/hour

**Reports to:** LTRC Program Manager

### **Overview**

Housing Solutions seeks motivated professionals who want to use their talents and skills to make a difference. Our staff are flexible and passionate about enriching people's lives. If you are mission-driven, dedicated to superior service and support, can diligently work independently and in a collaborative environment, join our team. HS is leading the fight to end homelessness in Tulsa County. Here, not only would your work have a real impact on the community, but we also offer a comprehensive and competitive benefits package.

As the lead agency in the HUD-funded Tulsa County Continuum of Care, we coordinate and manage over \$3 million annually in federal, state, county, and city funds for programs providing shelter, housing, and services to people experiencing homelessness. One key project is the Tulsa Landlord-Tenant Resource Center, serving Tulsans interfacing with the legal system around eviction and foreclosure.

### **Objective/Purpose**

The LTRC Eviction Specialist is responsible for supporting the daily activities of the Landlord-Tenant Resource Center, as managed by Housing Solutions. This position requires frequent communication with internal staff members and external partners, stakeholders, community members and other CoC representatives. Reporting to the LTRC Program Manager, the Eviction Specialist will be responsible for implementing and coordinating activities of the Social Services HUB and eviction prevention activities.

### **Primary Roles & Responsibilities**

- Support the overall mission of Housing Solutions through an in-depth knowledge and understanding of the current issues and nuances surrounding eviction;
- Engage in and support the daily communications and activities of the Landlord-Tenant Resource Center, Landlord Onsites, and Social Services HUB.
- Attend partner events as assigned.
- Participate in regional and national best practices for eviction diversion and prevention.
- Provide consistent information and documentation to all involved parties, as requested or as necessary;
- Respond promptly to all incoming communications and requests for information;
- Facilitate client access to resources, including diversion opportunities and housing.

- Assist clients identifying need and making referrals to appropriate community partners.
- Document all client encounters and contacts made on behalf of clients.
- Identify and provide referrals to emergency crisis services as necessary.
- Develop and maintain relationships with housing and social service providers
- Maintain and report applicable statistics regarding programs and client services.
- Assist in running the LTRC Tenant Advisory Panel
- Perform miscellaneous job-related duties as assigned.

## **Qualifications**

### Training & Experience

- A Bachelor's degree is preferred.
- 1-2 years experience in case management or some other closely related field preferred.
- Experience in working with low-income individuals, especially related to housing issues strongly preferred.
- Bi-Lingual in Spanish/English is preferred.
- A valid driver's license and auto insurance required.

### Knowledge / Job Specific Competencies

- Deal tactfully, work cooperatively and professionally, and communicate effectively with judicial officers, court personnel, the public, and justice partners.
- Communicate effectively, neutrally and clearly with individuals of diverse socioeconomic, cultural and ethnic backgrounds, including persons with disabilities and non-native Englishspeakers.
- Ability to work with and be sensitive to the needs of diverse, systemically disadvantaged populations and support Housing Solution's commitment to building equitable systems of care.
- Strong time management skills and the ability to multi-task and prioritize in a fast-paced environment, while exercising sound judgment.
- A critical thinker, with a high level of initiation, motivation, and enthusiasm.
- Intermediate level of computer software programs specifically, Microsoft Office (Word, Excel, Access, PowerPoint, and Outlook).
- Strong interpersonal and communication skills and the ability to work effectively with a widerange of constituencies in a diverse community.
- Records maintenance skills.
- Ability to gather data, compile information, and prepare reports.
- Ability to monitor, assess and record client progress through the Unite Us system.

## **Working Environment**

The working environment will be a hybrid of work in the field and the office/home. This role will require taking clients to appointments in a personal vehicle. Will require some flexible hours for night and weekend events.

### **Equal Opportunity Employer**

Housing Solutions is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind: We are committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Housing Solutions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, disability status, family or parental status, or any other status protected by the laws or regulations in Tulsa, Oklahoma. We will not tolerate discrimination or harassment based on any of these characteristics. Housing Solutions encourages applicants of all ages.