



Property Engagement Coordinator (Contracted Position)

Position Summary: The Property Engagement Coordinator contributes to the mission of the Lehigh Valley Regional Homeless Advisory Board (LVRHAB) by leading property engagement efforts and the administrative needs associated with this initiative. This role manages and monitors property inventory, availability, and other web-based data records, while dynamically engaging the local housing market to build a robust inventory of low-barrier, affordable options for the homelessness response system. This position is responsible for processing partner incentives and will work in conjunction with United Way of the Greater Lehigh Valley to ensure timely distribution. The Property Engagement Coordinator will work collaboratively with LVRHAB to connect households experiencing literal homelessness into permanent housing. This position does not directly work with tenants, but is solely focused on managing Property Partner relationships on behalf of the system.

Key Responsibilities:

- Manages the centralized property engagement website for LVRHAB.
- Maintains online records to reflect current and accurate partner data.
- Creates and maintains an online system to record real-time partner housing availability.
- Maintains an online tracking system for partner incentives and subsequent distribution.
- Issues online landlord membership contracts for signing.
- Build and maintain working relationships with property owners, managers, and their staff, serving as a trustworthy point of contact.
- Provide education and training (onboarding) to property partners on LVRHAB's centralized property engagement initiative.
- Recruit qualified property partners to join the initiative through in-person engagement events, creating shared marketing materials, and networking with local housing entities.
- Coordinate and facilitate meetings among housing navigators and case managers, providing a space for problem solving, collaboration, and information sharing.
- Answer calls on the landlord support line and answer emails from property partners within (1) business day.
- Assist with timely mediation between landlords and tenants and/or identifies a reliable community partner to provide professional mediation to resolve conflict prior to an eviction.
- Identifying and developing processes to track housing placement rates and property participation.
- Ensure property partners are adhering to their membership contract.

Necessary Skills:

- Proficient in Microsoft Office programs, including Word, Outlook, and Excel.
- Demonstrates organizational and time management skills.
- Excellent verbal and written communication skills.
- Must complete NSPIRE Certification
- Strong negotiation skills.
- Preferred: knowledge related to Fair Housing legislation, affordable housing guidelines, funding sources, and local rental market.

- Preferred: possesses a working knowledge of general property management practices, service provider programming and rental application processes.

This is a contracted position for 30-35 hours per week, beginning at \$24 per hour. Position will report to the chairperson of the LVRHAB Landlord Collective Committee.

To apply: submit resume or CV to ldomingues-vasquez@thirdstreetalliance.org by November 30, 2024.