Job Title: Landlord Engagement Specialist

Job Summary: Heading Home is seeking a proactive and dynamic **Landlord Engagement Specialist** to build and strengthen relationships with landlords and property managers, fostering their willingness to collaborate with the Monroe County homelessness response system. In this role you will lead the Heading Home Landlord Engagement Task Force, working with community partners to increase housing opportunities for low-income families, including households experiencing homelessness. The position requires deep familiarity with a range of available assistance programs, including Housing Choice Vouchers (HCV), Rapid Rehousing and HUD-Veteran Affairs Supportive Housing (VASH). By reducing barriers and increasing education and outreach, you will help ensure that vulnerable populations have access to stable housing.

Key Responsibilities:

- **Landlord Partnership Development:** Cultivate and maintain relationships with a broad network of landlords and property managers to expand the pool of available housing for voucher holders and other subsidy users and reduce the gap between voucher holders and available rental units.
- **Collaboration with Task Force & Partners:** Lead the Landlord Engagement Task Force and work closely with consultants with lived experience and other committed partners to create strategies and initiatives that support landlords in accepting housing subsidies. This includes collaborating with local organizations, housing providers and case management teams to ensure that landlords are adequately supported.
- **System Improvements:** Identify key barriers that prevent landlords from accepting subsidies and develop innovative strategies to overcome these obstacles. This may include addressing concerns about tenant risk, damage, or rent arrears through mechanisms like risk mitigation funds, case management support, and higher deposit options. Explore other ways to increase access to housing, such as implementation of a home-sharing program.
- **Stigma & Misinformation Mitigation:** Actively combat stigma and misinformation surrounding housing subsidies and households experiencing homelessness by providing targeted educational outreach, including materials and presentations that address myths and highlight the benefits of participation.
- **Relationship Building:** Work to foster a positive and collaborative relationship between landlords, property managers, case managers, and tenants, helping to create a

supportive community around voucher holders and ensuring the rental experience is mutually beneficial for all parties.

- **Reporting & Documentation**: Track engagement efforts, outcomes, and availability of housing units, providing regular updates to the Landlord Engagement Task Force, Heading Home leadership team and general public. Maintain an up-to-date spreadsheet/database of available units to share with case managers.

- **Other duties, as needed.**

Qualifications:

- **Experience:** At least 2 years of experience in community engagement, housing, or a related field.
    - Experience working with landlords, property management, or housing assistance programs such as Housing Choice Vouchers is highly preferred.
- **Education**:
    - Bachelor's degree in social work, psychology, public administration, or a related field is preferred. Relevant experience may be a substitute for educational requirements.
- **Skills:**
    - Strong communication and negotiation skills, with the ability to work effectively with diverse groups of people.
    - Skilled in collaborating and building strong partnerships landlords, property managers, tenants, and social service providers.
    - Problem-solving skills, with a creative approach to overcoming barriers.
    - Ability to navigate a variety of databases and computer programs including HMIS, Outlook, Excel, Word, PowerPoint, Google Docs.
- **Knowledge:**
    - Familiarity with issues related to homelessness, housing insecurity and low-income housing.
    - Understanding of the Housing Choice Voucher program and other housing assistance programs.
    - Knowledge of community resources and services available for people experiencing homelessness or housing instability.
- **Personal Attributes:**
    - A strong commitment to supporting individuals and families experiencing homelessness and housing insecurity.
    - Ability to work independently, manage multiple tasks, and meet deadlines in a dynamic environment.
    - Empathy and understanding, with a non-judgmental approach to working with individuals from diverse backgrounds.
- **Other Requirements**: Ability to work flexible hours as needed, including evenings occasionally. Must be able to work in a variety of community-based environments.

Compensation: $45,000-$50,000
Benefits: Benefits include health, vision, and dental insurance with employee contribution, long-

and short-term disability and life insurance, retirement contribution matching after one year, and generous PTO.

To Apply: Please submit a resume, 3 references, and cover letter outlining your qualifications and interest in the role to:

Tatiana Wheeler, Associate Director
Heading Home of South Central Indiana
tatiana@headinghomeindiana.org

Relevant Documents: Relevant documents for this job include the Heading Home Plan and 2025 Housing Action Plan.

About the Employer: The Housing Solutions Director will be an employee of the Community Foundation of Bloomington and Monroe County, and the position is dedicated 100% full-time to Heading Home of South Central Indiana and reports to the Executive Director of Heading Home. The Community Foundation is an equal opportunity employer. Heading Home is a regional initiative working to make homelessness rare, brief and non-repeating. Learn more here.