

Title: Landlord Housing Partnership Manager

Supervisor: Nancy Burke, Special Assistant for Housing and COVID-19 Response

Salary: \$65,000 - \$78,000

Hours of Work: 8:00am to 5:00pm, M-F

Location of Work: 777 Juneau Street Suite 300, Anchorage, AK 99501

Grant funded: This position is funded through governmental grant programs and ongoing employment will be contingent upon subsequent grants to maintain the program(s).

Organization Overview: We unite caring people to give, volunteer and take action to remove barriers to opportunity and solve our community's toughest challenges. Our focus is on education, financial stability, and health – the building blocks for quality of life and a strong community.

Position Overview: This position oversees the ongoing development and integration of the Landlord Housing Partnership program with similar efforts in the community to increase resources available for persons who are exiting homelessness and to prevent evictions. The manager will play a key role in the networking, enhancing, and braiding of resources with existing landlord liaison and eviction prevention work under the Anchorage Coalition to End Homelessness' community plan to end homelessness (*Anchored Home*), state and local government efforts and non-profits who are directly assisting future tenants.

We seek applicants with the ability to work independently who prize the value of collaboration. A demonstrated commitment to building the community's system of care for people experiencing homelessness—eager to guide others in evidence-based practices—is essential. The ideal candidate will have a breadth of experience with direct service programs and with oversight of program development for housing and homelessness service areas. We are seeking a candidate with relationships across Anchorage's public, private and social services sectors. The project's leader will have a depth of knowledge about the nuances of successful housing strategies, programs, and available resources; and the flexibility, creativity, and adaptability to guide the project through unexpected challenges.

Essential Functions/Roles & Responsibilities of the Position:

- Oversee all aspects of the operations of the Landlord Housing Partnership program.
- Support coordination and communication among social service partners in the Landlord Housing Partnership, including assistance with forming positive landlord relationships, quality service delivery expectations, and increasing community partnerships to promote the program.
- Recruit new partners for the success of the program - social service agencies, landlords, funding partners or other stakeholders as needed.
- Oversee program expenditures and government or philanthropic grant compliance from a variety of funding sources. Provide financial forecasting and planning for future program needs.

- The program will support the community Homeless Prevention and Response System and Coordinated Entry process to ensure the work of LHP leads to increased outflow to housing for persons experiencing homelessness in Anchorage.
- Conduct an evaluation of the program to monitor focus, quality and needed improvement areas for the program.
- Support UWA accounting processes and internal agency activities to maintain thorough accounting procedures for the program – landlord incentives, rental assistance, program activities, etc.
- Oversee implementation of new aspects of the program, including programs that may not currently exist.
- Provide targeted guidance to ensure that housing and services adhere to evidence-based or cultural best practices, and coordinate additional technical assistance where needed.
- Conduct risk management analysis of the Landlord Housing Partnership and provide guidance to staff or consultants to fulfill the needed requirements for management of risks.
- Provide support for the project’s overarching goals of data quality, outcome performance management, and sustainability.
- Participate in regular project governance meetings for housing programs and initiatives. Support project management strategies.

Key Competencies:

- Strong project management skills: ability to lead and coordinate multiple workstreams without sacrificing excellence or accuracy.
- Comfort working with data and a results-oriented mentality.
- Exceptional interpersonal and relationship management skills; ability to successfully manage complex situations; strong active listening and empathy skills.
- Ability to find common ground and effectively facilitate discussion among stakeholder groups with divergent views.
- Sense of humor and the flexibility to regularly incorporate feedback, and ability to create and maintain a positive, productive attitude in the face of challenges.

Education, Skills & Qualifications:

- Experience with management of social service, housing and other related programs for the population being served by the program.
- Familiarity with the principles of behavioral health service delivery, with intensive case management (ICM) or assertive community treatment (ACT) knowledge or prior experience.
- Familiarity with landlords, housing resources or other program elements that will lend themselves to building a robust Landlord Housing Partnership for Anchorage.
- Bachelor’s degree preferred
- Minimum of 5 years of experience working with persons who have complex life circumstances such as: mental health conditions and other disabilities, complex trauma; substance use issues; and homelessness.
- Experience interacting with social service teams or prior experience with multiple disciplines and cultures is desired.

Personal Competencies:

- **Know Yourself** - Demonstrate self-awareness, self-management and continual growth and learning. A person who knows themselves can identify their thoughts, feelings, and wants and then effectively put them into words in the moment. They are aware of their patterns, strengths and limitations and they seek feedback and knowledge to continually learn and grow from their experiences.
- **Understand Others** - Demonstrate interpersonal awareness and the ability to be inclusive. A person who understands others knows that everyone has their own experience of any given situation. They seek to understand all perspectives and leverage the generative nature of differing options and experiences so that outcomes are of the highest priority.
- **See the Whole** – Demonstrate organizational and political awareness, relationship building skills, and effective decision making. A person who sees the whole understands how UWA is connected in vision, mission, and function. They can balance UWA, partner organizations, donors, and community member interests to make effective decisions as well as champion decisions that have been made. They know the importance of relationships in understanding all perspectives and can demonstrate effective group behaviors.
- **Create an Environment of Success** - Demonstrate the ability to provide personalized recognition and celebrate successes. A person who creates an environment of success can clearly articulate their vision and expectations to their team and garner commitment. They ensure accountability and continued success through feedback, coaching and recognition.
- **Model the Way** - Demonstrate ethics and integrity, consistently walking the talk. A person who models the way is highly credible. They do what they say they are going do. They consistently excel by aligning their personal actions with shared values.

To Apply: Please send your resume to Nina Makarova, nmakarova@ak.org , Director Administrative Services.