

**Job Title:** Tenant Resource Navigator

**FLSA Classification:** Hourly

**Position Status:** Full-Time; Not a remote position

**Department:** Community Building and Engagement

**Supervisory Responsibilities:** No

**Reports To:** Manager of Community Building and Engagement

### **Essential Job Duties and Responsibilities**

#### **Create and Maintain Relationships:**

- Build authentic tenant relationships by welcoming new tenants and establishing connections with existing tenants to ensure awareness of your role as Lacasa's Tenant Resource Navigator.
- Establish and maintain business referral partnerships with local organizations that address the needs of tenants.
- Provide supportive connections between tenants and referral agency staff when tenants or agencies request assistance.
- Serve as a bridge between tenants and Lacasa's Property Management team.
- Determine, design, and execute effective communication strategies to keep tenants informed of relevant community events and other useful information.
- Work with property management team to create and maintain a Housing Retention plan focusing on individuals who are in jeopardy of eviction. Offer options and/or solutions by connecting them to known community resources with the goal of positively rectifying their situation.

#### **Capacity Building:**

- Support tenants in leadership development initiatives and activities intended to increase the community's success and support of meaningful tenant engagement. This includes tenant association organizing/support initiatives that build capacity.

#### **Other:**

- Conduct annual or bi-annual tenant surveys and interpret results.
- Complete monthly reports for Lacasa's Board of Directors and program funders.
- Attend Lacasa's annual meeting and participate in staff meetings.
- Participate in professional meetings and training events as requested by supervisor.
- Be aware of budget and make sure programs and/or resources are sustained within budget.
- Regularly record communication between Tenant Resources and the tenants.

## Qualifications

### Education:

- Bachelor's degree in social work, sociology, psychology, or related field; OR 2-4 years of experience and/or training in community development, social services, or related field; OR equivalent combination of education and experience required.

### Experience:

- Two years or more experience in tenant resource navigating, community organizing, community planning, and/or community relations.
- Prior cross-cultural customer service experience.
- Experience facilitating discussions and mediating conflict.
- Strong written and verbal communication skills in both English and Spanish (preferred). Ability to effectively present information in writing including creating original materials.

### Performance Factors:

- High level of maturity and leadership with the ability to bring people together with a unifying focus.
- Excellent interpersonal skills and demonstrated ability to interact positively with the community and colleagues that may be from diverse cultures, multiple perspectives, and competing needs.
- Demonstrate a commitment to recognizing tenants' knowledge and experience as a valuable resource.
- The ability to collaborate with groups while developing and implementing projects but also can work independently and prioritize and execute on multiple assignments.
- Dependable team player passionate about Lacasa's mission.
- Flexibility to adapt and respond when necessary.
- Extremely organized and thorough follow through.
- Residency in Elkhart County.

## Working Conditions

- Ability to work under time constraints on a variety of projects and tasks.
- Accepts moderate noise (i.e., business office equipment and surrounding noises - traffic).
- Ability to remain at a computer terminal for an extended period.
- Available to work some weekends and evenings, as necessary.
- Willingness to regularly travel throughout the county, and periodically elsewhere for training. Must provide a personal vehicle with adequate vehicle liability insurance.

### **Hours and Benefits**

- Full time, 40 hours per week.
- Begin accruing paid time off in the first full pay period, earning two weeks in the first year.
- Nine paid holidays per calendar year.
- Retirement contribution of equivalent of 3% of gross earnings upon completion of 90-day probationary period. Incremental retirement match contributions beginning with the second year of employment.
- Group medical, dental, and vision insurance plans available.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Lacasa, Inc. is an Equal Opportunity Employer.*