



POSITION DESCRIPTION

JOB TITLE:	Tenant Outreach Specialist – Montgomery County
DEPARTMENT:	Housing Counseling
FLSA STATUS:	Exempt
REPORTS TO:	Managing Counselor, Montgomery County
SUPERVISES (DIRECT):	None
REVISED:	March 22, 2021

ABOUT HIP:

Housing Initiative Partnership is an innovative, green nonprofit developer and counseling agency dedicated to revitalizing neighborhoods. HIP creates housing and economic security for low- and moderate-income households and provides services that improve the quality of life in the communities we serve. HIP has offices in Hyattsville, Germantown and Gaithersburg, MD.

POSITION SUMMARY:

The Tenant Outreach Specialist will engage residents of Montgomery County to ensure that all residents have the opportunity to access resources designed to promote affordable, healthy and safe housing. The Tenant Outreach Specialist will both connect residents at risk of housing displacement with available community resources and facilitate connection to services offered by HIP's Housing and Financial Capability Counselors. This position requires ongoing liaison with community members, media, stakeholders, government officials, business and non-profit organizations, including local property managers. The Tenant Outreach Specialist will conduct educational and informational presentations using a variety of platforms, including social media and earned media, online forums, webinars, and in-person convenings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Outreach and Assistance

- Work closely with Montgomery County DHHS and DHCA to identify high needs communities and provide extensive in-person outreach within those communities, including door knocking and distributing flyers, and on-site education and assistance in addition to assisting residents with applying for available relief.
- Comply with CDC Covid-19 health protection guidelines when conducting in-person outreach by properly socially distancing and wearing masks, etc.
- Respond to calls from residents at risk of housing displacement, answer questions, provide relevant information, and make appropriate referrals.
- Provide some direct assistance to residents, including helping to complete applications for housing and financial assistance.
- Refer residents in need of housing or financial counseling to HIP's Intake Specialist to schedule appointments with HIP's Housing and Financial Counselors; make appropriate referrals to outside agencies where needs such as food, utility assistance, clothing, medical care are identified.
- Network with governmental and non-governmental partners, attending meetings and cultivating relationships with relevant staff, to stay abreast of new resources and protections designed to help residents stabilize their housing.
- Provide tailored Zoom workshops for tenants, homeowners and landlords in both English and Spanish. The educational sessions will cover protections and up-to-date information on all available community resources and programs.

Documentation

- Thoroughly and accurately document all case activities and outcomes and enter required information in the prescribed database.
- Provide monthly reports to Program Director.

Team Participation

- Participate in weekly Housing Counseling staff meetings and be prepared to provide updates on activities performed and outcomes achieved.
- May require use of personal vehicle to meet with governmental or non-governmental partners, or clients at a designated safe location.
- Other administrative duties as assigned.

QUALIFICATIONS, KNOWLEDGE & SKILL REQUIRED:

- Minimum Bachelor's Degree and two years of professional experience related to outreach, organizing, real estate, housing counseling, landlord/tenant issues, tenant services or related field.
- Demonstrated experience with public outreach campaigns, community outreach and organizing, affordable housing, and/or tenant populations.
- Must have reliable transportation and the ability to regularly work weekday evenings and weekends.
- Must have outstanding communication and public speaking skills, including ability to engage and network with community leaders, public officials, nonprofit executives and community service providers, and to communicate effectively with low- and moderate-income individuals from diverse cultures and backgrounds.
- Bilingual fluency in English and Spanish, verbal and written, is required; other language skills appreciated.
- During the COVID-19 pandemic, the Outreach Specialist may have limited on-site office hours. Remote work from home may be required.

ADA SPECIFICATIONS:

This position requires regular driving to events on weekday evenings and weekends, occasional overnight travel, and some bending and lifting.

SALARY AND BENEFITS:

\$60,000. HIP offers a competitive benefits package including health insurance, long-term disability, generous vacation and sick leave.

HOW TO APPLY:

Please email a cover letter and resume to Mary Hunter, Director of Housing Counseling, at mhunter@hiphomes.org.

Housing Initiative Partnership is an equal opportunity employer and does not discriminate against any applicant or employee because of race, color, religion, sex, national origin, disability, genetic information, age, or military or veteran status in accordance with federal law. In addition, HIP complies with applicable state and local laws governing non-discrimination in employment in every jurisdiction in which it maintains facilities. HIP also provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable laws.