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Job Announcement Housing Acquisitions Liaison - Full-Time

IRIS (Integrated Refugee & Immigrant Services, www.irisct.org) is a dynamic refugee resettlement agency in New Haven CT. IRIS serves people from all over the world who have fled persecution in their home countries to start new lives and become self-sufficient, contributing members of their new communities. While IRIS has traditionally focused on helping refugees, it is increasingly serving a more diverse immigrant population.

Job Summary & General Responsibilities:

The Housing Acquisitions Liaison (HAL) works with the R&P Case Management team, client UST's and the Housing & Donations team to ensure that homes are ready when clients arrive. The HAL's main job is to identify potential housing units, ensure that they meet IRIS' standards, work with agents and landlords and IRIS accounting staff to finalize lease arrangements and provide the keys to those who will move the furniture and other household items in. The HAL will aim to expand IRIS' existing network of landlord contacts. The HAL will be working mainly in the greater New Haven area but could potentially be looking across the state if new arrivals have friends or family members in other towns. The HAL may occasionally be assigned to assist clients who are already here who need to move to a new apartment. This work is expected to average 40 hours a week. Any remaining time will be spent providing support to other H&D staff, volunteers and donors at the Donation Center, as well as assisting with the food pantry as needed. Although some of the work required is on the road and can be done remotely, at least 20 hours a week must be done at the Donation Center and any work done outside of the traditional 9-5, Monday- Friday schedule must be approved by supervisor ahead of time.

In submitting an application for employment, the applicant grants IRIS permission to check references as well as question anyone who might be familiar with the candidate's job performance.

Specific Duties:

Housing acquisitions:

- Identifies housing options for newly arriving refugees that are affordable, well situated, clean and safe prior to their arrival.
- Completes rental applications if needed, this may also include gathering photo ID's or EAD's from R&P Case Managers as well as using IRIS' information for credit checks.

- Develops portfolio/database of landlord partners. Gains the confidence of potential landlords by effectively articulating the advantages of renting to our clients. This includes explaining the various supports IRIS provides the clients in the first 90 days and beyond.
- Communicates IRIS's rental assistance process and how the rent payments will be split between the client and IRIS within two months of co-signing the lease.
- Negotiate with landlords to lower rent when possible
- Presents options to client's or their UST's as necessary keeping their requests in mind while also moving quickly to sign a lease in an expeditious manner.
- Works with H&D and R&P Managers to finalize a decision
- Visits all potential homes and assesses whether they meet IRIS' standards using the R&P Home Safety Evaluation
- Identifies any blocks on utility accounts from previous tenants at time of Safety Evaluation. Immediately informs the Housing & Donations Liaison who will be turning on the utilities.
- Ensures timetable for any maintenance work needed is feasible and clearly communicated to the landlord. This involves coordinating with the landlord and maintenance personnel on details including when and how maintenance will gain access to the apartment
- Follows up with any maintenance issues identified before clients move in and after
- Arranges for lead inspections to be conducted if housing is for pregnant clients or children under 6 years of age prior to move in, if possible and within 30 days after move in if prior is not possible
- Coordinates remediation work with landlord as needed prior to clients move-in
- Ensures landlords complete and provide IRIS with a W9 form prior to requesting checks
- Coordinates with IRIS finance team and directors to ensure that all initial checks are written for rental payment and security deposits in a timely manner in order to finalize lease arrangements with agents and landlords
- Delivers Security Deposit and first month's rent to Landlord at lease signing.
- Is responsible for listing every member of the household on the original lease prior to signing.
- Provides keys and photos of the unit to the H&D team before move in.
- Turns on electric and gas utilities at the start of lease or within 2-3 days prior to clients move-in.
- Confirms that the utilities are in fact functioning and works to address any issues that arise in close communication with the Housing and Donations Coordinator.
- Adds utility account # to Utility Spreadsheet so that CM's can transfer the accounts into the client's name when they have received the required government issued ID's
- Ensures that all housing acquisition is done in a timely manner so that apartments can be set up and ready before clients' arrival
- Writes case notes on the CWS IRIS WEB detailing the housing acquisitions process and decision

- Writes case notes for Home Safety Evaluation after it has been conducted and any maintenance required has been completed, adding it to clients file upon completion
- Updates and maintains Housing Spreadsheet to reflect new leases, landlord information and client assignments
- When assigned by the Housing & Donations Manager, assists clients who are already living here and need to move to identify potential apartments
- Makes copies of all leases after client's have signed and places lease with the Home Safety Evaluation in the clients folder within one week or a maximum of 30 days of lease signing.
- In an emergency situation may assist with housing set up prior to client arrival
- Performs other necessary tasks as requested by the R&P Manager or the Senior Director of Programs

Food Pantry and H&D Support:

- When necessary, coordinates and maintains positive relationships with local partner organizations who provide volunteers to help move furniture and donations
- Reports to H&D Manager and Food Pantry Coordinator to assist in weekly food pantry distribution

Supervises: Interns, volunteers

Reports to: Housing & Donations Manager

Job Type: Salaried, Full-time; 40 hours per week

Salary: \$ 53,000 - \$ 55,000

Benefits: Vacation (3 weeks/ year), Personal days (3 per year), Sick days (12 per year), holidays per IRIS schedule (currently 12 per year). Health, dental, vision, life, disability insurance. Eligible for 403b retirement plan after 1 year of employment

To apply, send an email to humanresources@irisct.org with the following:

- A subject line that says “Housing Acquisitions Liaison -YOUR NAME”
- A cover letter
- An attached resume
- Three professional references (at least two direct supervisors)

Applications will be reviewed as they are received and will continue to be accepted until the position is filled and no phone calls are accepted.