

# THRIVE ASHEVILLE

*Our mission is to collaborate with local residents and leaders from diverse perspectives to understand our city's challenges, forge new relationships, and act on the best solutions together.*

## Landlord Navigator - Job Description

**Hours per week:** 32 hours/week

**Salary/Benefits:** \$52,200 - \$57,200 (incl salary + discretionary benefits bonus) depending on experience. Paid-time off and generous paid holidays. In-person hours are required two-three days per week and the remaining hybrid schedule will be designed with a supervisor to ensure that program goals are met.

**Position Start Date:** Negotiable; preferred start date December 1, 2023.

**Application deadline:** Applications will be reviewed on a rolling basis beginning October 30, 2023.

**Position Overview:** The Landlord Navigator is a member of the leadership team for the Buncombe Rental Assistance Collaborative (BRAC). This position is responsible for steering the collaborative's efforts in educating the community about the need for increasing acceptance of federal rental assistance, building relationships with developers and landlords to meet BRAC housing targets, and supporting the development of policies and practices that lead to a sustainable model of support for landlords and tenants. The Landlord Navigator reports to the Thrive Asheville Deputy Director.

### **Responsibilities:**

**Design and implement community education campaign about federal rental assistance (FRA)** - work with stakeholders to oversee the development of a website, lead community presentations/forums, and develop other tools to communicate the need for FRA and the opportunities for landlords and developers to accept FRA.

**Recruit new landlords and ensure ongoing participation of existing landlords, in accepting FRA, matching landlords to best-fit programs** - create tools for matching landlords and programs, including a common landlord application, landlord questionnaire and property assessment. Communicate expectations for participating landlords.

**Provide/facilitate training for landlord liaisons at BRAC agencies** - provide ongoing technical assistance to agency liaisons to improve the retention of landlords

**Work with tenant navigator to increase landlord-tenant success** - identify best practices for landlord-tenant matching, work with BRAC team and tenant navigator to improve education for landlords, and tenant readiness training. Identify processes and resources for managing problems between landlords and tenants.

**Collect data and report on program impact to stakeholders and community leaders** - survey landlords, and agencies, to measure satisfaction and success in forming long-term partnerships with tenants and agencies.

**Work with BRAC team, and Thrive leaders, to learn about promising models for expanding the acceptance of FRA, and design a sustainable model for our community.**

## Thrive Asheville Landlord Navigator - Job Description, cont'd

### Qualities:

#### The Landlord Navigator is

- A **collaborative team player**, and an **independent problem-solver**.
- A **highly-proficient, effective communicator**, both verbally and in writing.
- **Creative, flexible and adaptive** in their approach to changing conditions.
- **Relationship-driven, valuing the assets of diverse stakeholders**.
- **Accountable** to teammates and project results.
- **Committed to engaging the community for a more equitable future**.

### Preferred Experience:

- Project management and action planning skills
- Marketing, promotion, public speaking or outreach
- Experience in landlord/tenant relationships, negotiation/mediation or other relevant counseling/customer service experience where negotiation/mediation were components of the work
- Real estate or other sales experience

### How to apply:

Interested? Send your resume and a letter that tells us *about your work experience as it relates to the position of Landlord Navigator. Describe why you would be a good fit for this position and who you are as a teammate*. Email your letter and resume to [info@thriveasheville.org](mailto:info@thriveasheville.org).

*Thrive Asheville is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic.*

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

*Thrive Asheville's mission is to collaborate with local residents and leaders from diverse perspectives to understand our city's challenges, forge new relationships, and act on the best solutions together. Learn about us and join our efforts via [www.thriveavl.org](http://www.thriveavl.org)*