

**Community Land Trust Stewardship Associate
One Roof Community Housing**

Department: Single Family - CLT Reports to: Community Land Trust Director
Weekly Hours: 32 Exempt/Non-exempt: Non-exempt
Date Reviewed: 8.11.2020
By: Director team

Position Overview: Reporting to the Community Land Trust Director, the Community Land Trust Stewardship Associate provides support to One Roof's Community Land Trust (CLT) program. The CLT Stewardship Associate is the first and primary point of contact for all CLT homeowner related questions, concerns & opportunities.

Principal Duties and Responsibilities

• **Homeowner Support**

- Provides ongoing support to CLT homeowners by providing information regarding One Roof programs and community resources that can help their homeownership experience and the maintenance of their home.
- Provides access to resources, information and support for homeowners, including, but not limited to, property boundaries, tax/title/parcel/assessment issues, marriage/divorce/heirs.
- Explains program requirements & options for CLT homeowners pertaining to capital improvements and refinance.

• **Property Maintenance Support**

- Provides support for CLT homeowners experiencing home maintenance concerns and home improvement requests. Coordinates resolution of construction, homeowner maintenance and home improvement issues with the help of Common Ground Construction.
- Monitors home improvement loan requests to ensure sufficient equity for loan.
- Coordinates yearly volunteer services help for CLT homeowners' summer maintenance projects.
- Monitors and coordinates party wall maintenance projects.

• **Crisis Support**

- Provides support for CLT homeowners who are experiencing financial hardship, including, but not limited to, bankruptcy, mortgage delinquency and foreclosure prevention guidance.

• **Monitoring and Collections**

- Monitors lease fee, party wall and homeowner relief fund payments.
- Monitors proof of insurance for CLT homeowners and provides ongoing support and communication to CLT homeowners to ensure homes are properly insured.
- Works with CLT homeowners that have fallen behind on lease fee, party wall and homeowner relief fund payments to come up with a payment plan that fits their budget and provides for payment of their past due balance and monthly obligation.
- Coordinates and administers rental monitoring for HOME funds (acting as a liaison between the homeowner and the City of Duluth to provide the required yearly documentation)

Community Land Trust Stewardship Associate One Roof Community Housing

- **CLT Homeowner Events and Community Building Support**

- Coordinates and supervises annual CLT Homeowner's events and classes to help foster community building and education regarding homeownership.
- Coordinates free local tickets (i.e. Duluth Playhouse, etc.) & other events for CLT homeowners.
- Creates periodic newsletter and other regular communication and information for CLT homeowners containing information pertaining to general maintenance, homeownership, finance, community events, and other information that could be useful to a homeowner.

Other Duties and Responsibilities

- **Organizational Culture/Philosophy:**

- Maintain a positive working relationship with staff members.
- Maintain a positive working relationship with customers, residents, and vendors.
- Convey a professional, positive image within the community and with customers, residents, vendors, and staff members.
- Respect the confidentiality of customers and staff members.
- Maintain a strong understanding of cultural competence.
- Provide culturally sensitive services.

- **Other General Duties:**

- Pursues ongoing outside training opportunities as appropriate.
- Complete other duties as assigned by the CLT Director.

Supervision Received:

The Community Land Trust Director supervises this position and supervision is regular.

Supervision Exercised:

None.

Qualifications & Skills:

REQUIRED:

- Mission-Oriented: Committed to our mission of enriching lives and communities one home at a time and our vision of communities where everyone has access to sustainable and affordable housing.
- Ability to work with a wide range of people representing various backgrounds, levels of training and career stages.
- Excellent interpersonal and relationship building skills.
- Excellent written and verbal communication skills.
- Ability to work effectively as part of a team.
- Ability to use considerable judgment, initiative and independence.
- Ability to deal with confidential information and/or issues using discretion and judgment.

PREFERRED:

- Cultural Responsiveness and Experience with Underserved Communities: Experience working with underserved communities including low-income families and/or individuals. Cultural self-awareness and a demonstrated ability to work across cultural differences with empathy and sensitivity.
- Commitment to Equity and Inclusion: A proven commitment to social justice.
- Social Work degree or commensurate experience.

Travel may be required for occasional training opportunities but is not a regular requirement for this position.