



Right to Counsel Coordinator (Bilingual preferred)

The Eviction Defense Collaborative seeks an enthusiastic individual fluent in multiple languages, Spanish/English preferred, to join our team in fighting for tenant rights and preventing homelessness starting immediately. The Right to Counsel Coordinator is an integral part of the Right to Counsel Program that is the initial point of contact for clients seeking rental and/or litigation assistance. Because we strive to be barrier-free and client-centered, the position requires individuals who truly enjoy working with people, have the skills and capacity to respond in an empathetic and respectful way to clients who are often in crisis, and can work effectively in a collegial and fast paced environment.

The employee will work closely with RADCo (Rental Assistance) and Litigation staff to ensure clients are supported in their efforts to secure rental and/or litigation assistance. The employee will be primarily tasked with guiding clinic clients through our intake and referral process and making referrals as appropriate. When necessary, the employee will assist the client in filling out the initial screen intake (and the more complete litigation intake where appropriate). The employee will also take the necessary steps to refer clients in need of an assigned Tenant Right to Counsel Attorney with their designated legal services organization (LSO).

The Organization

Born out of a collaborative of a dozen non-profit providers and law groups, EDC provides legal assistance, advocacy and representation to predominately low-income and indigent tenants in San Francisco who are being evicted. Historically, EDC has been the first point of contact of approximately 95% of all tenants facing an eviction (unlawful detainer). Recently, EDC was named as the Lead Partner for San Francisco Tenant Right to Counsel. In this role, EDC will be designing and overseeing the implementation of tenant right to counsel.

Only a select few cities in the United States have a universal right to representation for tenants facing eviction. EDC has assisted these tenants by educating them about the legal process, advising them of their options, drafting responsive legal documents, providing referrals to assist them in fighting their evictions, negotiating legal settlements and representing them at trial. EDC also administers one-time rental assistance grants and loans through our RADCo program to help tenants who are behind in their rent to pay the rent and stay in their homes. Finally, EDC advocates on behalf of the sheltered homeless population who are being evicted from their shelters. The work at the EDC is made possible by a dedicated staff and many volunteers from local schools and the community. We are a collection of individuals passionate about advocating for tenant rights and preventing homelessness.

Duties and responsibilities

Reception and Referral Duties (85%):

- Provide in-person reception, assessing clients' eligibility, directing clients to appropriate internal or external referrals including following appropriate intake procedures and policies for EDC's various practice areas.
- Guide clients in RADCo/litigation intakes (e.g. give them the paperwork and assist with filling it out as necessary)
- For Litigation Clients: follow referral protocols to identify the appropriate Tenant Right to Counsel LSO. This includes applying the referral algorithm, calling the LSO's attorney for the day for a conflict check, providing the client with the referral information.
- Research, identify, and circulate referral information for services beyond those provided by EDC that respond to client inquiries and needs.

- As EDC continues to build on its initial Prop F Implementation Plan, we anticipate clients will be able to be screened by phone and internet. EDC anticipates its walk-in screenings will reduce with one to two years of rolling out the initial Prop F Implementation Plan and that Intake and Reception personnel will be engaged in phone and online screenings in addition to in person reception/screening.

Administrative Duties (15%):

- Attend weekly program meetings, monthly agency staff meetings, and relevant supervision meetings.
- Enter all data on time and correctly to support program evaluation and outcomes tracking.
- Monitor the Referral System for LSO proof of full scope representation.
- Work collaboratively with colleagues across the organization and with respective department.
- Provide a variety of clerical and administrative support to the administrative team as further described:
 - Office signage
 - Communication regarding office closures to community (i.e. clients and community partners)
 - Assist with coordinating outreach and education on EDC's services and access to Right to Counsel
- Other duties as assigned

Qualifications

First and foremost, the applicant must profoundly share EDC's mission and vision of social justice and be able to manage stressful situations with empathy and calmness. Below are additional qualifications:

- High school diploma or GED required
- Two years of administrative experience, including proficient to intermediate skills with Microsoft Office. Database management a plus (Salesforce.)
- Excellent customer service skills (professional demeanor, sound judgement, communication, client-management, etc.) and proven ability to handle confidential information with discretion.
- Proven experience working with people in crisis and use of de-escalation skills.
- Possess ability to make quick decisions and exercise good judgment
- Possess ability to work on several projects simultaneously and handle a high volume of activity and be able to work efficiently and effectively under pressure.
- Have excellent written and oral communication skills.
- Speak Spanish or another language in addition to English.
- Must be comfortable working in community settings.
- Willingness to work collaboratively, but with the capacity to work independently.

Working conditions

The position requires working with individuals for moments of extreme stress and instability. The position also requires the provision of culturally-sensitive and empathetic services. Some evening and weekend work may be required. Furthermore, because of the nature of the intake work, the employee is expected to be in the office during normal business hours and to communicate with staff regarding whereabouts when elsewhere for meetings or other obligations.

Physical requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged sitting/standing
- Extensive typing/data entry
- Periodic lifting/ carrying/ transporting of materials in excess of 40 lbs.
- Close visual acuity to prepare and analyze data, text, and figures
- Prolonged computer use

Compensation and Benefits

Salary depends on experience; position starts at \$46,000. This is a full-time non-exempt position. Benefits include:

- Health, dental, vision, long term disability, and short term disability coverage;
- 13 paid holidays;
- One hour paid lunch daily
- Vacation accrual rate starts at two weeks in the first year of employment and increases to three weeks on the third anniversary

EDC is a 501(c)(3) organization, which qualifies for the Public Service Loan Forgiveness Program.

Application Process

Email resume and cover letter to jobs@evictiondefense.org with the “Bilingual RTC Coordinator” in the subject line. We are reviewing applications as they come in and until the position is filled.

We are strongly committed to diversity and encourage applications from people who can contribute to our diversity. All qualified applicants will receive consideration for employment. The Eviction Defense Collaborative believes that all persons are entitled to equal employment and does not discriminate on the basis of race, gender, gender identity, gender expression, age, ethnicity, place of origin, or any other basis prohibited by applicable law.