



**Rental Assistance Case Coordinator**  
**Temporary Position**  
*Conversational Mandarin and/or Cantonese Required*

The Eviction Defense Collaborative (EDC) seeks an enthusiastic Rental Assistance Case Coordinator for its Rental Assistance Disbursement Component program (RADCo). The RADCo Case Coordinator is responsible for interviewing clients and evaluating an applicant's eligibility for rental assistance. This is a temporary position with the possibility of becoming permanent, funding permitting.

*At present, and until further notice, EDC is operating remotely due to the COVID-19 pandemic. EDC provides employees with the necessary IT equipment and remote access to work from home. EDC's COVID-19 Safety Plan adheres to the CDC's health and safety guidelines and the federal OSHA requirements for workplace safety.*

### **The Organization**

Eviction Defense Collaborative (EDC) is the only legal services organization in San Francisco solely focused on eviction prevention. EDC's goal is to prevent displacement, stabilize communities, and ensure housing equity in San Francisco. Formed in 1996 as the primary clearinghouse for tenants filing initial responses to unlawful detainers (UD), EDC has developed an effective, client-centered, trauma-informed, and culturally sensitive triage clinic model to process the high volume of clients through our daily, open door clinic model. We offer legal services in response to an eviction, tenant rights education, rental assistance, and advocacy for clients in shelter, all under one organizational umbrella. In 2019, EDC provided legal services to over 4,800 individuals (326 of which included full scope legal representation in an eviction proceeding - with a 100% rate of positive outcomes, successfully preventing displacement and homelessness). EDC disbursed \$816,318 in loans and grants to low-income tenants, and represented 267 shelter clients at hearings with an 87% success rate, keeping these clients housed at local shelters and off the streets. The Shelter Client Advocate program follows an empowerment model that incorporates a harm reduction approach. It utilizes restorative justice practices and provides skill building, improving relationships with shelter providers.

Our unique, comprehensive approach allows clients to receive the services critically needed to remain housed, while limiting their visits to multiple agencies (especially critical in a crisis, where every moment counts to prevent eviction). EDC prides itself on being the safety net for San Francisco tenants, serving tenants regardless of income, immigration status, or neighborhood.



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## Job purpose

The RADCo Coordinator (Coordinator) is an integral part of the RADCo team and EDC's Right to Counsel services. The Coordinator is responsible for interviewing clients and evaluating an applicant's eligibility for rental assistance. A significant portion of the Coordinator's time will be spent providing short-term case management to clients seeking assistance to pay back rent and move-in deposits, as well as assessing clients for subsidies and providing referrals as appropriate. 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 Right to Counsel Coordinators and Litigation staff to ensure clients are supported in their efforts to secure rental and/or litigation assistance.

## 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 calm. Below are additional qualifications.

- Bachelor's degree or associate's degree.
- Be well-organized, highly motivated, and creative.
- Strong attention to detail.
- Several years of case-management experience preferred.
- Able to work independently and in a team-oriented environment.
- Excellent written and oral communication skills and computer literate (including Microsoft Office Suite and Google Suite).
- Able to work on several projects simultaneously, and handle a high volume of activity.
- Ability to work under deadlines (excellent time management skills).
- Conversational Mandarin and/or Cantonese required

## Duties and responsibilities

- Identify and gather the necessary documentation and information to evaluate client eligibility for rental assistance.
- Complete client intakes.
- Provide basic case management to clients who are pending approval for rental assistance. This includes creating housing plans, budgeting, basic money management support, ongoing communication with client social workers, payee services and other support services.
- Assess clients for subsidy eligibility and provide referrals through an online referral system. Gather documents and upload to the database, communicate as needed with clients and the



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Q Foundation for subsidy assistance. Collaborate and communicate with other rental assistance coordinators as necessary.

- Work cooperatively with other nonprofit agencies to receive client referrals and identify useful services as they benefit individual client's needs.
- Advocate on behalf of tenants with their landlords and the landlords' attorneys, to encourage acceptance of rental assistance payments.
- Create and implement new procedures and forms, as needed, to effectively administer rental assistance and case management programs.
- Follow-up with tenants at various intervals after assistance has been provided to help evaluate long-term effectiveness of the program.
- Meet with RADCo and Q Foundation program managers as needed in the interest of improving our subsidy referral process.
- Perform other duties as assigned.

## Compensation

Starting salary \$50,000 - plus medical and dental benefits. This is a non-exempt, full-time (Monday – Friday 9:00am – 5:00pm), temporary position for a term of less than 12 months.

## Union

EDC staff are represented by the National Organization of Legal Services Workers (NOLSW, UAW Local 2320, AFL-CIO). This is a temporary position and as such, is not a union position.

## Working conditions

The position requires working with individuals during moments of extreme stress and instability. The position also requires the provision of culturally-sensitive and empathetic services. Furthermore, because of the nature of the intake work, the employee is expected to work during normal business hours, Mondays - Fridays, 9 am - 5 pm, and to be reachable by email, phone and video conference as needed during these said hours. Some evening and weekend work may be required.

## 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.

### **Direct reports**

The employee will not supervise any employees.

### **Application Process**

Email cover letter as attachments to [jobs@evictiondefense.org](mailto:jobs@evictiondefense.org) with “RADCo Coordinator” in the subject line.

**We are reviewing applications on a rolling basis.**

### **Commitment to Equity, Diversity and Inclusion**

EDC is committed to continually building a diverse and inclusive workplace. We do so because it is the right thing to do, and because we know it makes our work stronger and more effective. We encourage applications from people of all backgrounds. EDC understands and values a workplace with staff from diverse educational backgrounds, cultures, ethnicities, races, sex, gender identity and expression, national origin, ages, languages spoken, veteran’s status, skin color, religion, disability, sexual orientation and beliefs. All qualified applicants will receive consideration for employment. The Eviction Defense Collaborative believes that all persons are entitled to equal employment opportunity and does not discriminate on any basis prohibited by applicable law.