



Right to Counsel Coordinator
Temporary Position
(Chinese Language Required)

The Eviction Defense Collaborative seeks an enthusiastic individual 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 and 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. *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.

Only a select few cities in the United States have a universal right to representation for tenants facing eviction. In 2019, EDC was named as the Lead Partner for implementing San Francisco Tenant Right to Counsel. In this role, EDC has designed and is overseeing the implementation of tenant right to counsel.

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.

Job purpose

The employee will work closely with 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 a Tenant Right to Counsel Attorney at the appropriate legal services organization (LSO).

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.

- 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).
- Fluency, and ability to help clients in Mandarin and/or Cantonese is required.

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 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.
- Help tenants without attorneys file responsive papers in their eviction lawsuits.
- Research, identify, and circulate referral information for services beyond those provided by EDC that respond to client inquiries and needs.

Administrative Duties (15%):

- Attend weekly program meetings, monthly agency staff meetings, and relevant supervision meetings.
- Enter all data on time and correctly in order 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 departments.
- 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

Salary

Salary depends on experience. This is a 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.

Union

EDC staff are represented by the National Organization of Legal Services Workers (NOLSW, UAW Local 2320, AFL-CIO). This position is an uncontested 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. 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 Shelter in Place: available for remote work) 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.

Direct reports

The employee will not supervise any employees.

Application Process

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

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.