



Rental Assistance Case Coordinator **Temporary Position**

The Eviction Defense Collaborative (EDC) seeks an enthusiastic Temporary 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.

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 detainer law suits (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 residing in city shelters, all under one organizational umbrella. EDC prides itself on being the safety net for San Francisco tenants, serving tenants regardless of income, immigration status, or neighborhood.

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.

Application Process



Email Resume and cover letter as attachments to jobs@evictiondefense.org with “Temp RADCo Coordinator” in the subject line.

Applications will be accepted through April 30th 2021. **Please note that the hiring committee will only begin reviewing applications after this window has closed on May 1, 2021.**

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).
- Fluency, and ability to help clients, in a language other than English highly preferred.

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 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.

Benefits include:

- Health, dental, vision, long term disability, and short term disability coverage;
- 401(k)
- 13 paid designated holidays and 2 floating 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 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.

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.