



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.

Job purpose

The EDC Triage Specialist is the first point of contact for clients coming to EDC for eviction services. The Triage Specialist will manage the clients who arrive at EDC with and without appointments. They will manage clients waiting to access services, direct them to the right department if they have appointments and assist them in how to connect remotely for EDC services if it is determined they are able to do so. Because we strive to be barrier-free and client-centered, the position requires individuals who truly enjoy working with people, have the skills, and can work effectively in a collegial and fast paced environment.

At present, due to the COVID-19 pandemic, and until further notice, EDC is operating in a hybrid fashion, with some remote work and some onsite work. This role will be onsite and not a remote position. EDC's In Office COVID-19 Safety Plan adheres to the CDC's health and safety guidelines and the federal OSHA requirements for workplace safety.

Proof of vaccination required

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.
- Strong attention to detail.
- Able to work independently and in a team-oriented environment.
- Able to read and understand legal documents pertaining to eviction such as Summons & Complaint, Sheriff's notice, 3DN, 15DN, etc
- Able to handle a high volume of activity and comfortable explaining services and directions to clients needing help.
- Ability to turn clients away if needed and give resources for other agencies.
- Good communication skills and de-escalation skills.

Duties and responsibilities

- Responsible for in-line triage and speaking with each client who arrives at the EDC for services.
- Manage remote intake lines daily and reach out to clients in order to determine if EDC is the right organization for them and pair them up with an RTC Coordinator if applicable.
- Determine if the client has an appointment with an EDC department and contact the appropriate staff.
- Have a knowledge of RADCo, RTC and Legal Services and documents such as eviction notices, leases, landlord letters, income documents, etc.
- Determine if the prospective client is able and should complete an online intake form. Provide phone and email contact information for clients who can access programs remotely.
- If the client is not eligible for EDC services provide appropriate referrals and resources.

Required Skills

- Demonstrate excellent customer service skills and the ability to calm clients who may be distraught.
- Must be comfortable asking personal questions in a way that sets the client at ease.
- Display the ability to communicate with others effectively, listen closely and convey points clearly.

- Demonstrates the ability to use standard office equipment such as telephones, computers, copiers, fax machines and others.
- Must have the ability to follow instructions and communicate clearly with other staff and clients.
- Able to manage online calendars and set appointments.

Salary

Starting salary is \$55,000 - plus medical and dental benefits. This is a non-exempt, full-time position (Monday – Friday 9:00am – 5:00pm)

- Health, dental, vision, long term disability, and short term disability coverage;
- 401(k);
- 14 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 two year anniversary.

Union

EDC staff are represented by the National Organization of Legal Services Workers (NOLSW, UAW Local 2320, AFL-CIO). This is a union position and subject to the terms of the Collective Bargaining Agreement.

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. The employee is expected to be in the office (or available if/when working remote) during normal business hours and to communicate with staff regarding whereabouts when elsewhere for meetings or other obligations. Additionally, the employee is expected to be reachable by email, phone and video conference as needed during normal business hours, Monday – Friday 9:00am – 5:00pm.

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.

Application Process

Email Resume and Cover Letter as attachments to jobs@evictiondefense.org with “Triage Specialist” 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.