



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 lawsuits (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 Supervising Coordinator is responsible for supporting the RADCo Program Director and assisting to oversee the day-to-day management of RADCo. They are an integral part of the RADCo team and EDC's Right to Counsel services. In addition to assisting with overseeing the day-to-day operations, the Supervising Coordinator. 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.

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.

- Bachelor's degree or associate's degree.
- Be well-organized, highly motivated, and creative.
- Past supervision experience of at least two years.
- 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 is highly preferred.

Duties and Responsibilities

Supervision Duties (70%)

- Ensure positive team development by managing staff and services.
- Oversee onboarding and orientation of new RADCo Coordinators.
- Supervise staff of 5-7 RADCo coordinators
- Review RADCo Coordinators' client case files, and assist Coordinators in assessing client eligibility. Train and update coordinators on any program eligibility changes
- Assist coordinators resolve and de-escalate any difficult situations. Speak directly with clients when appropriate
- In collaboration with the RADCo Program Director, oversee RADCo's rental assistance funds, including entering rental checks in Quickbooks, reconciling ongoing differences and discrepancies in accounting, etc.
- Collect and compile client data to assist in creating monthly, quarterly, and yearly reports as needed.
- Aid in the development of EDC policies and procedures as a member of EDC's Leadership Team.
- Approve Coordinator timesheets as requested by the Manager.
- Attend meetings with partner agencies. Share updates with coordinators.
- Lead meetings with small group and case discussion meetings. Assist RADCo Deputy Director with RADCo large group meetings

Administrative Duties (30%)

- Work cooperatively with other nonprofit agencies to receive client referrals and identify useful services as they benefit individual client's needs.
- Provide information and program-based advice to attorneys representing EDC/other agency clients who may need rental assistance.
- Create and implement new procedures and forms, as needed, to effectively administer rental assistance and case management programs.
- Perform other duties as assigned.
- 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

Compensation

Your salary depends on years of experience. This is a non-exempt, full-time position (Monday –Friday 9:00am - 5:00pm).



Our very competitive benefits package includes

- **Paid** Health, dental, vision, long term disability, and short term disability coverage;
- Commuter, Bike, and FSA plan
- Employer contributed 401(k)
- 14 paid holidays;
- **One hour paid lunch daily;**
- In year one, you will be entitled to 15 days of paid vacation and 12 paid sick days per year, accrued monthly.
- New and stylish office space!

Working Conditions

Due to COVID, our office is functioning in a hybrid model. However, the position may require some on site work at the EDC offices in San Francisco. The employee is expected to be in the office (or available while 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.

The position requires working with short and long-term deadlines. It also requires working with and on behalf of low-income clients, many of whom are people of color, and be able to work effectively with clients impacted by trauma (emotional, mental, and physical). 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.

Application Process

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

We are reviewing applications on a rolling basis.



Direct Reports

The employee will supervise 5-7 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.