



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

This is a temporary position for a period of one year*

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).

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.

- 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 secondary language preferred.

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

Compensation

Your salary depends on years of experience. Starting salary for the position is \$55,000 - plus. 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!

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

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 “Temp RTC Coordinator” in the subject line.

We are reviewing applications on a rolling basis.



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.