



JOB DESCRIPTION

JOB TITLE: Right To Counsel Coordinator
DEPT/PROGRAM: RTC
REPORTS TO: Clinic Supervisor

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 help the client in filling out the initial screen intake (and the more complete litigation intake when appropriate). The employee will also take the necessary steps to refer clients in need of a Tenant Right to Counsel Attorney at the correct legal services organization (LSO).

DUTIES & RESPONSIBILITIES

Reception and Referral Duties (85%):

- Supply in-person reception, assessing clients' eligibility, directing clients to proper internal or external referrals including following proper intake procedures and policies for EDC's various practice areas.
- Guide clients in litigation intakes (e.g., give them the paperwork and aid with filling it out as necessary)
- For Litigation Clients: follow referral protocols to find the proper Tenant Right to Counsel LSO. This includes applying the referral algorithm, calling the LSO's attorney for the day for a conflict check, and providing the client with the referral information.
- Help tenants without attorneys file responsive papers in their eviction lawsuits.
- Research, find, 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 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.

- Supply a variety of clerical and administrative support to the administrative team as further described:
 - Office signage
 - Communicate about office closures to community (i.e., clients and community partners)
 - Aid with coordinating outreach and education on EDC’s services and access to Right to Counsel
- Other duties as assigned

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.

- Several years of case-management experience is 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).

REQUIRED SKILLS

- Be well-organized, highly motivated, and creative.
- Strong attention to detail.
- 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.

CLASSIFICATION

This is a nonexempt, full-time position.

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 and **is** 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.

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 the majority of the week, depending on the needs of the Right to Counsel Department or Program.** EDC’s In Office COVID-19 Safety

Plan adheres to the CDC's health and safety guidelines and the federal and state OSHA requirements for workplace safety.

Equipment for remote work, such as a laptop, will be provided per the needs of the program or department this position reports to.

Proof of vaccination required

The employee is expected to be in the office (or available while working remotely) during normal business hours and to communicate with their supervisor 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.
- Close visual acuity to prepare and analyze data, text, and figures.
- Prolonged computer use.

EDC IS AN EQUAL OPPORTUNITY EMPLOYER

Eviction Defense Collaborative (EDC) is proud to be an Equal Opportunity employer. EDC provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, ethnicity, language, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender, gender identity, gender expression, transgender status, sexual stereotypes, age, genetics, status as a protected veteran, status as an individual with a disability, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

DIRECT REPORTS

The Right to Counsel Coordinator will not supervise any employee.

COMPENSATION

The base salary for this position is **\$65,000 (\$31.25 per hour)**. An additional \$1,000 will be added for each relevant year of experience, up to **10 years** of experience. The starting salary for this position is capped at **\$75,000 (\$36.06 per hour)**.

EDC offers a Multilingual stipend of \$125 per month (\$1,500 per year) above the base rate, for specific roles that regularly use oral or written communication with clients or related parties, in Spanish, Cantonese, or Mandarin, in the performance of their regular job duties. To qualify for this stipend, the employee must be fluent in one of the specified languages and pass an oral and/or written test approved by the Labor-Management Committee.

This role is eligible for the multilingual stipend of \$125 per month period to qualified individuals.

DATE APPROVED:	
DATE LAST REVIEWED:	8/18/2023