



# JOB DESCRIPTION

**JOB TITLE:** Temporary AD Housing Subsidy Coordinator  
**DEPT/PROGRAM:** RADCo  
**REPORTS TO:** Housing Subsidy Supervising Coordinator

## JOB PURPOSE

The RADCo Temporary AD Housing Subsidy Coordinator is an integral part of the Rental Assistance Disbursement Component (RADCo) team. The Housing Subsidy coordinator is responsible for providing rental subsidies to existing and new Housing Subsidy Program participants. The target population for this subsidy program is Adults with disabilities, Older adults, and Adults at risk of displacement in San Francisco. This position will require case planning services and yearly recertification of subsidy eligibility for all program participants. Because we strive to be barrier-free and client-centered, the position requires an individual who truly enjoys working with people, has the skills and capacity to respond in an empathetic and respectful way to clients who are often in crisis, and who can work effectively in a collegial and fast paced environment.

## DUTIES & RESPONSIBILITIES

- Provide monthly rental subsidies and case management to ensure housing stability.
- Meet with households experiencing housing instability and determine eligibility for the subsidy assistance program.
- Problem-solve with households, and refer out to other EDC programs or other community organizations when the qualifications for RADCo's Housing Subsidy Programs cannot be met.
- Communicate with landlords to explain the program, and advocate for new and existing participants. Must also and/or to follow-up on rental subsidy payments.
- Assist clients to collect and ensure accuracy of all necessary documentation to process a subsidy request and all documentation required for program entry and required recertifications and check ins from coordinators depending on client need.
- Provide crisis intervention, information and referrals, budget assistance, and advocacy to clients to ensure housing retention and stabilization.
- Case management responsibilities will include the following: Actions to increase income and access to resources which helps lower overall household expenses, Actions to improve credit history and rental stability. Efforts to address behavioral health issues that negatively impact housing stability, Efforts to increase access to more affordable housing, including applying to appropriate wait lists.
- Maintain up-to-date and thorough client files and enter data accurately into our organization's databases and funder's databases.
- The housing subsidy coordinator may have to conduct house visits in the field to verify habitable living conditions and must support the subsidy client in obtaining a unit where standard living conditions are met as required by the relevant subsidy program.
- Provide deposit and back rent assistance for new subsidy clients as needed.
- Other duties as needed.

## 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 preferred, not required.
- Be well organized, highly motivated, and creative.
- Strong attention to detail.
- 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 regularly meet deadlines using excellent time management skills.
- Candidates with the ability to serve clients in a language other than English like Mandarin, Cantonese, Spanish or Arabic and other languages may be preferred.

## REQUIRED SKILLS

- Knowledge of social services and community resources for subsidy participants.
- Strong preference for candidates who have housing expertise and case management experience.
- Strong preference to candidates who have knowledge of mental and substance use disorders
- Experience working with diverse populations and practicing cultural sensitivity.
- Must be able to dynamically adjust in order to meet the needs of the community
- Housing Subsidy coordinators should have a warm, respectful and welcoming demeanor, practicing strong empathic listening skills, allowing the caller to be heard in full.
- Must be comfortable asking personal questions in a respectful manner.
- Demonstrates the ability to use standard office equipment such as telephones, computers, copiers, fax machines etc.
- Display the ability to communicate with others effectively, listen closely and convey information clearly.
- Show proficiency with computer programs, including Microsoft Office (Word, Excel, PowerPoint, Outlook) and others.
- Demonstrate excellent customer service skills and the ability to calm clients who may be stressed and distraught in the face of a potential eviction.
- Have the ability to reassure frustrated clients quickly and make decisions based upon anticipated outcomes.

## 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 RADCo 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 Temporary AD Housing Subsidy 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.**

<b>DATE APPROVED:</b>	<b>12/7/23</b>
<b>DATE LAST REVIEWED:</b>	