



JOB DESCRIPTION

JOB TITLE: Triage Specialist
DEPT/PROGRAM: Clinic
REPORTS TO: Clinic Supervisor and Program Coordinator

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.

DUTIES & 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 a Right to Counsel (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.

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.

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.

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.

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 Clinic Department or Program. EDC's In Office COVID-1 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 Triage Specialist role does not supervise anyone.

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 (\$36.05 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.

DATE APPROVED:	1/4/2024
DATE LAST REVIEWED:	1/10/24