



JOB DESCRIPTION

JOB TITLE: Shelter Client Advocate
DEPT/PROGRAM: SCA
REPORTS TO: SCA Program Director

JOB PURPOSE

The Shelter Client Advocate (Advocate) is primarily tasked with representing homeless shelter residents at administrative hearings relating to their shelter residence. 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.

DUTIES & RESPONSIBILITIES

Advocacy and Outreach Duties (75%)

- Represent shelter clients at administrative hearings and arbitrations.
- Provide clients with information on SCA and any additional appropriate resources.
- In coordination with other Advocates and the Manager, assist in managing the client consultation and administrative hearings calendars.
- Explain the Shelter Client Grievance Policy to clients and provide advice on the nature of the allegations made by the shelter providers.
- Act as a liaison between SCA and the Coalition on Homelessness.
- Engage in regular outreach at shelters in furtherance of SCA's work.

Administrative Duties (25%)

- 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.
- In coordination with the Manager, manage the call logs and arbitration records and statistics.
- Represent EDC at community meetings/events as required.
- Perform other duties as assigned in furtherance of EDC's mission.
- Able to manage online calendars and set appointments.

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.

- Experience working with very low-income communities and possess comprehensive cultural competency.
- Possess ability to make quick decisions and exercise good judgment.
- Possess ability to work on several projects simultaneously and handle a high volume of activity and be able to work efficiently and effectively under pressure.
- Must be comfortable working in community settings.
- Willingness to work collaboratively, but with the capacity to work independently.
- Though not a requirement, an ideal candidate will have some lived experience with homelessness.

REQUIRED SKILLS

- Have excellent written and oral communication skills. Facility in Spanish preferred.
- Must have excellent interpersonal skills (professional demeanor, sound judgment, communication, de-escalation, client-management, etc.), proven ability to handle confidential information with discretion, and the ability to calm clients who may be distraught.
- 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 be punctual.
- Must be able to comply with data entry requirements and maintain accurate client files.
- 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. 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 SCA 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 Shelter Client Advocate 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:	3/22/24
DATE LAST REVIEWED:	3/16/24