



# JOB DESCRIPTION

**JOB TITLE:** Senior Right to Counsel Coordinator  
**DEPT/PROGRAM:** Litigation/Clinic  
**REPORTS TO:** Clinic Manager

## JOB PURPOSE

The Senior Right to Counsel Coordinator (Sr. RTCC) is an integral part of the Right to Counsel Program that is the initial point of contact for clients seeking rental and/or litigation assistance. 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.

The employee will work closely with RADCo (Rental Assistance) and 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 screening intake (and the more complete litigation intake where appropriate). The employee will also take the necessary steps to refer clients in need of an assigned Tenant Right to Counsel attorney with their designated legal services organization (LSO).

## DUTIES & RESPONSIBILITIES

### Directing Reception and Referral Duties (15%)

- In collaboration with the RTC Supervisor and the Clinic Supervising Attorney, direct the daily reception and referral of clients at EDC.
- Work with the Director of Litigation and Policy, RTC Supervisor in the RTCC in coordinating the provision of limited scope representation of unrepresented tenants at MSC.
- In collaboration with the RTC Supervisor, Clinic Supervising Attorney and other Sr. RTCC, recruit, hire, train, and onboard RTCCs, volunteers, and interns.
- In collaboration with the RTC Supervisor, Clinic Supervising Attorney and other Sr. RTCC, coordinate training and educational workshops, coordinate and facilitate weekly meetings, liaise between programs (e.g. regular reports, attending meetings, etc.).
- In collaboration with the RTC Supervisor, Clinic Supervising Attorney and other Sr. RTCC, coordinate development of new tools and resources for internal or external use.

### Reception and Referral Duties (70%)

- 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 the RADCo/litigation intakes (e.g. give them the paperwork and assist them 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.
- Research, identify, and circulate referral information and information packets for services beyond those provided by EDC that respond to client inquiries and needs.
- As EDC continues to build on its Prop F Implementation Plan, clients will be able to be screened by phone and internet. EDC anticipates its walk-in screenings will reduce within one to two years of rolling out the Prop F Implementation Plan and that Intake and referral personnel will be engaged in phone and online screenings in addition to in-person reception/screening. Furthermore, the Sr. RTCC will be expected to assist in the design and roll out of new intake methods.

#### **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 within respective department.
- Provide a variety of clerical and administrative support to the administrative team.
- 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.

- Demonstrated commitment to social justice and an interest in assisting diverse, low-income communities.
- Willingness to work in a variety of settings; including in the field, with individuals with physical and/or mental disabilities, substance abuse issues, survivors of sexual assault, survivors of domestic violence, and/or others impacted by trauma preferred.
- Able to work independently and in a team-oriented environment.
- Must have an interest in working on an interdisciplinary team with attorneys to support clients.
- Knowledge of, and experience with, social services agencies, housing support services, and mental health providers in San Francisco County preferred.

## **REQUIRED SKILLS**

- Be well-organized, highly motivated, and creative.
- Excellent written and oral communication skills and computer literate.
- Able to work on several projects simultaneously, prioritize needs and handle a high volume of activity.
- Punctual.
- Able to manage online calendars and set appointments.
- Fluency, and ability to help clients, in a language other than English highly *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 RTC Clinic.** 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 Senior Right to Counsel Coordinator will not supervise any employee.

## COMPENSATION

The base salary for this position is **\$68,000 (\$32.69per 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 **\$78,000 (\$37.50per 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>	1/22/24
<b>DATE LAST REVIEWED:</b>	1/8/24