

Eviction Defense Housing Resource Specialist

The Metropolitan St. Louis Equal Housing and Opportunity Council (EHOC) seeks to ensure equal access to housing for all people through education, counseling, investigation, and enforcement. EHOC is the only private, not-for-profit fair housing enforcement agency working to end illegal housing discrimination in the metropolitan St. Louis area.

EHOC is currently seeking an Eviction Defense Housing Resource Specialist to provide housing case management to tenants facing eviction and housing instability. Despite the continued spread of the coronavirus and the lasting health and economic impacts of the pandemic, evictions are on the rise and more and more families are facing housing instability. Low income communities of color are disproportionately affected by this in the greater St. Louis region, and there are rising rates of housing discrimination against tenants because of their race, color, religion, national origin, sex, family status, or disability. The Housing Resource Specialist will provide intakes, assessments and a full-range of housing case management services to tenants facing eviction or risk of eviction. The position is full-time.

Primary Responsibilities will include:

- Work with clients facing eviction and fair housing issues to assess housing needs and identify opportunities for resources or assistance.
- Complete applications for rental and/or utility assistance with clients utilizing various application processes and online portals (UniteUs, SAFHR, ERAP, etc.).
- Coordinate with other social service agencies and legal counsel regarding payment of rental assistance or relocation funds and/or other supportive services.
- Connect clients and make referrals to other supportive services and resources as appropriate, including employment, transportation, furniture, and other basic needs.
- Assist clients in locating and securing housing of their choice, including conducting housing searches, viewing prospective rentals when necessary, and facilitating relocations.
- Conduct goal setting with clients to formulate a change-oriented action plan.
- Provide outreach services to clients seeking emergency housing.
- Maintain current knowledge of community resources, rent and utility assistance programs, and court procedures.
- Attend and participate in regional housing meetings, coalitions, and outreach events.
- Assist Eviction Defense staff with interns, externs, and volunteers when needed, including training.
- Collect client paperwork and documents necessary for program guidelines, rental assistance applications, and other program referrals. Also assist clients with obtaining required paperwork when necessary.
- Keep accurate records of case activities and provide necessary information to meet grant and other reporting requirements in multiple online case management systems.
- Perform other duties which may be assigned from time to time.

Qualifications:

- Previous experience with case management;
- Demonstrated knowledge of St. Louis area community resources and social service agencies;
- Familiarity with Missouri landlord/tenant law, and affordable housing landscape;
- Knowledge and belief in “Housing First” and strengths-based case management philosophy and strategies;
- Excellent communication skills, particularly listening, mediation, and writing skills;
- Strong organizational skills with ability to manage high-volume caseload;
- Detail-oriented to complete requirements for program management and grant-reporting;

- Experience working independently with minimal supervision;
- Ability to relate well and work with low-income clients and collaborate with community stakeholders;
- Capacity to work in a high-volume environment and a changing court and policy landscape;
- Preferred Bachelor's degree; or three years related experience.

This is a full-time, salaried position, with compensation ranging from \$40,000 - \$45,000, depending on experience. Benefits include telework, generous vacation and paid time off, paid holidays, medical, dental, vision, life, short- and long-term disability insurance for employees (dependent coverage available), mileage reimbursement/per diem for covered travel. The position is fully funded from a grant. The position reports directly to the Housing Resource Manager.

Interested applicants should email a cover letter and résumé to Kalila Jackson, Director of Legal Services, at applications@ehoc-stl.org. Applications will be accepted as rolling, or until the position is filled.

EHOC is an Equal Opportunity Employer (EEO). We prioritize equity and inclusion in our organizational culture and hiring. We encourage all applicants regardless of race, gender identity, sexual orientation, religion, national origin, age, disability, parental status, marital status, formerly incarcerated individuals or on any other identity factor to apply.