

Tenant Advocate - Intake 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 a Tenant Advocate to conduct intakes and provide support to people facing eviction and fair housing issues. 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 Tenant Advocate will conduct intakes and help tenants access resources to help find stable housing free from discrimination. The position is full-time.

Primary Responsibilities will include:

- Conduct intakes for clients facing eviction and fair housing issues through online and hotline systems;
- Under supervision of an attorney, inform clients of their rights under fair housing laws, landlord tenant laws, and court processes;
- Work with clients to assess needs and identify opportunities for additional resources or assistance;
- Provide referrals for clients to other resources and services;
- Assist team of attorneys and housing resource specialists on caseload of clients;
- Maintain current knowledge on court programs and procedures;
- Work in collaboration with community organizations that provide rental assistance and other supportive services;
- Collect initial client paperwork and documents necessary for program guidelines and rental assistance applications;
- Keep accurate records of case activities and provide necessary information to meet grant and other reporting requirements in multiple online case management systems; and
- Perform other duties which may be assigned from time to time.

Qualifications:

- Previous experience with intake processes or case management;
- Familiarity with Missouri landlord/tenant law and court procedures;
- Strong written and oral communication skills;
- Experience working independently with minimal supervision;
- Strong computer skills and ability to learn and utilize online case management systems;
- Excellent negotiation and organizational skills;
- 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; and
- Preferred Bachelor's degree; or three years related experience.

This is a full-time, salaried position offering a salary range of \$40,000 - \$42,000.00 plus benefits. Benefits include telework, generous vacation and paid time off, paid holidays, medical, dental, vision, life,

short-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 Director of Legal Services.

Interested applicants should email a cover letter and resume to Kalila J. Jackson, Director of Legal Services, at applications@ehoc-stl.org. Applications will be accepted until **September 26, 2022**, 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.