

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 full-time Tenant Advocate - Intake Specialist to assist callers who have fair housing, eviction, and landlord tenant issues. The Tenant Advocate will conduct agency intakes with callers for case assessment, appropriate referrals, and to provide information specific to housing issues. The Tenant Advocate assists callers with addressing issues affecting the inequalities and instability in their housing.

Job Responsibilities:

- Conduct intakes with callers experiencing eviction, fair housing, and landlord tenant related issues.
- Conducts problem assessment to provide information and appropriate community referrals to callers.
- Under attorney supervision informs callers of their rights under the Fair Housing Act, MO Landlord/Tenant laws, and court processes.
- Work with clients with complex cases on a short-term basis and assist in managing their housing matters.
- Collect initial client paperwork and documents necessary for case assessment, program guidelines, and rental assistance applications.
- Provide consistent and excellent customer service
- Assist attorneys and intake staff with client caseload management.
- Acquire and maintain current knowledge of Fair Housing and MO landlord tenant laws, housing court programs and procedures.
- Keep accurate records of case activities and provide necessary information to meet grant and other reporting requirements in multiple online case management systems
- Attend staff and other identified trainings
- Perform other duties which may be assigned from time to time.

Required Skills:

- Excellent written and oral communication.
- Strong computer and data management.
- Ability to work collaboratively and independently.
- Ability to work with a variety of individuals and groups including, members of marginalized communities, professionals, and community stakeholders.
- Must be able to perform multiple tasks and work well within a team setting.
- Capacity to work in a high-volume environment.

Desired Qualifications:

- Experience in advocacy services, conducting intakes, case management or similar work in a direct service
- Familiarity with Fair Housing Act and Missouri landlord/tenant law and court procedures.
- Strong commitment to civil rights, social justice, and racial and economic equity.

- Experience serving persons with mental illness, chemical dependency, cognitive impairments, or dual diagnosis.
- Knowledge of local community resources.
- Previous customer service experience .

Desired Education and Experience:

Must have a minimum of 3 years of related experience and an Associates in one of the following fields:

- Social Behavioral Science
- Education
- Communications
- or related field

This is a full-time, salaried position offering \$45,000- 50,000 and benefits. Benefits include hybrid work, generous vacation and paid time off, paid holidays, medical, dental, vision, life, short 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 Programs and Intake Management.

Interested applicants should email a cover letter and résumé to Human Resources, at **applications@ehoc-stl.org**. Applications will be accepted until all positions are 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 any other identity factor to apply.