



Fair Housing Advocates of Northern California

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JOB POSTING: Bilingual Intake Counselor **(Full-Time non-exempt position, Spanish required)**

ORGANIZATION OVERVIEW

Fair Housing Advocates of Northern California (FHANC) is a private non-profit organization. FHANC's mission is to increase diversity in the communities it serves and to maximize housing opportunities for all persons regardless of disability, race, color, religion, national origin, familial status, gender, marital status, sexual orientation, gender identity, age, occupation, ancestry, source of income, immigration status, or other protected class.

DUTIES AND RESPONSIBILITIES

- Screen clients for fair housing counseling, collecting necessary information for initial intake
- Answer general questions from renters/homeowners and discuss agency services with potential clients about the fair housing and foreclosure prevention programs via phone, in-person, and email; refer non-fair housing callers and fair housing calls outside of our service area to other organizations and provide them with resources as appropriate
- Work with housing counseling team to update intake process for maximum efficiency and effectiveness
- Prepare and submit data to be included in reports
- Network with other service providers to strengthen services and referrals
- Stay current on resources for clients, providing up-to-date, viable referrals and resources for all clients and updating resources on an ongoing basis, including COVID-related educational resources
- Maintain accurate client files in database
- Other duties as assigned

REQUIRED QUALIFICATIONS

- Commitment to fair housing and civil rights
- Knowledge of federal and state fair housing laws and/or ability to understand legal documents and laws desirable
- Excellent oral communication and interpersonal skills *in English and Spanish*
- Strong written communication skills; Spanish written skills preferred
- Strong analytical and organization skills and ability to manage multiple cases
- Self-motivation and ability to meet project deadlines and maintain accurate records
- Ability to work effectively with a diverse community and with patience, tact, and respect when interacting with the public and other staff
- Ability to represent FHANC effectively in a professional and exceptional manner
- Experience with Microsoft Word, Excel, Salesforce, PowerPoint, and other software desirable

EQUITY STATEMENT

FHANC is committed to fostering a diverse staff and we seek to fill this position with someone who shares our values, including our organizational commitment to diversity. We recognize that organizations may miss out on strong applicants who screen themselves out of the process because they do not meet every qualification and that disproportionately impacts people from historically marginalized backgrounds. If you find that you meet many of the qualifications in the job description, we encourage you to apply. A welcoming, inclusive, and culturally diverse staff allows us to best serve our community.

SALARY

The salary range is \$47,000 - \$51,000 depending on experience. Benefits and paid vacation time included.

***Be advised that our current work model is a remote/in-office hybrid;
however, the job requires staff to be located in California.***

***To apply, please submit resume and cover letter to Julia@fairhousingnorcal.org and Peattie@fairhousingnorcal.org.
Applications will be accepted through January 21, 2022, or until the position is filled. No calls please.***