

FAIR HOUSING INTAKE SPECIALIST

Northside Community Resources (NCR) has an immediate full-time employment opportunity for a Fair Housing Intake Specialist in its Fair Housing Program. Candidate must be self-motivated, have a strong work ethic, be attentive to details and have good people skills. The Intake Specialist must be comfortable working in a team environment and have the ability to engage with Chicago's diverse communities, including members of the immigrant/refugee, LGBT and other diverse populations who may be seeking NCR's assistance with housing discrimination.

Local, State and Federal fair housing laws prohibit housing discrimination based on factors including race, national origin, sex, familial status, religion, disability, and source of income/Housing Choice Voucher Status, among other protected classes. The Fair Housing Intake Specialist will work in NCR's Fair Housing Program under the supervision of the Fair Housing Program Director (FH Director) and be an integral part of the team, providing fair housing intake, outreach, information/education, and assist with testing and other investigation to determine the presence of unlawful housing discrimination and filing discrimination complaints with local, state and federal enforcement agencies, as appropriate.

Job title: Fair Housing Intake Specialist

Responsibilities Include:

- Receiving, directing and processing incoming calls, emails and walk-in clients who may be encountering housing discrimination and need assistance combating it.
- Screening potential program participants for program eligibility and conducting intakes of potential clients.
- Evaluating client intakes and providing program/resource/legal referrals as appropriate.
- Gathering information and following up with potential clients as needed for investigation and evaluation.
- Conducting outreach and marketing FH materials via community networking, canvassing, flyer drops, emails, mailings and posting on social media (NCR website, Facebook, etc.).
- Creating/updating FH Program information and content on NCR website and social media pages.
- Assisting FH Program with conducting community workshops, presentations, and events.
- Participating in Fair Housing and Housing related trainings.
- Assisting FH Test Coordinator in conducting tester trainings.
- Assisting FH Director with monitoring fair housing compliance in the community/surrounding area and compliance with FH settlement agreements.
- Maintaining program data and assisting FH Director with reporting of program activities to HUD.
- Other duties as assigned by FH Director and/or Executive Director.
- Providing general administrative support for NCR's FH Program.

Job Type: Full-time with benefits

Location: Chicago, Illinois

Program Areas include the following Chicago North side neighborhoods: Rogers Park, West Ridge, Edgewater, Uptown, Albany Park, North Park, Lincoln Square, Lincoln Park and Lakeview. 25%-30% Travel may be required after the Covid-19 pandemic has subsided.

Supervisory: Volunteers and testers as directed

Immediate Supervisor(s): Fair Housing Director and FH Testing Coordinator in the absence of the FH Director.

Qualifications & Experience Requirements:

A bachelor's degree in social work or relevant housing related advocacy work and/or civil rights. Equivalent combination of experience may be considered. Applicants with significant housing related experience may be considered, if they can demonstrate a high level of competency in fair housing, civil rights advocacy and investigative knowledge. Candidates must have a high degree of computer literacy, including working knowledge of Microsoft Office programs, social networking and social media platforms. Candidates must have strong oral and written communication skills, and have an ability to work independently as well as in a team environment. They must be detail-oriented and demonstrate initiative. Experience in case management, with an ability to comprehend complex legal and sensitive issues related to housing discrimination is preferred. The successful applicant will have a demonstrated commitment to civil rights, social justice and housing-related work. The applicant should have good public speaking skills and have the ability to work effectively and respectfully with individuals from diverse backgrounds.

Language Skills Required: Applicants with extensive bilingual fluency (in Spanish) is preferred.

Salary Range: \$48k/yr - \$52k/yr plus benefits and commensurate with experience. Relocation stipend is not available for this position.

Special requirements for applicants: *Passing a criminal background check is a requirement.*

Interested parties can apply for this position by: Submitting a resume and cover letter saying briefly how they meet the requirements stated above to: fairhousing@northsidecr.org No calls, please.

NCR is dedicated to promoting equal opportunity employment. NCR is committed to providing reasonable accommodations to applicants with physical and/or mental disabilities. We value and encourage diversity and solicit applications from all qualified applicants without regard to race, color, gender, sex, age, religion, creed, national origin, ancestry, citizenship, marital status, sexual orientation, physical or mental disability, medical condition, military and veteran status, gender identity or expression, genetic information, or any other characteristic protected by federal, state, or local law. If you are interested in applying for employment with NCR and need special assistance or an accommodation to apply for a position or engage in any testing or the interview process, please email betsy@northsidecr.org with your request. Determinations on requests for reasonable accommodation are made on a case-by-case basis.