

## **HOUSING PROGRAM ASSISTANT**

Northside Community Resources (NCR), a (70+) seventy-plus year-old 501c3 not-for-profit community service organization located in the Rogers Park neighborhood of Chicago, is looking for a full-time Housing Program Assistant (HPA), who will work under the direction of NCR's Housing Director, providing rental housing technical assistance to tenants and housing providers on the North side of Chicago. The Housing Program Assistant's role will be to provide technical assistance and support in serving members of the public, who require technical assistance with rental housing issues, assisting clients with finding housing and other housing resources. The HPA will also assist with providing outreach, internal/external housing resource referrals, information and education dissemination on rental housing rules and regulations adopted by local, state and federal gov't entities.

The HPA will help support NCR's Housing Department M-F and occasionally on the weekends, onsite at NCR's Office, via telephone, email or virtually. The HPA must be comfortable working in a team environment or on their own and have the ability to engage with diverse populations, including those who are homeless, limited English proficient, or those who face other barriers to accessing safe and affordable housing in Chicago's North side neighborhoods.

**Position Type:** Exempt full-time employee with benefits.

**Salary Range:** \$40k/yr – \$45k/yr (*Commensurate w/experience*)  
*Relocation/transportation stipend is not available for this position.*

**Location:** Onsite at the NCR Office and remote via the telephone, email, and virtually.

**Position reports to:** NCR Housing Director

### **Experience Requirements**

Minimum 1yr+ experience with providing rental housing technical assistance and/or technical training specific to performing the duties as assigned may be acceptable at NCR's discretion. Candidates must have good written and verbal communication skills, be attentive to details, and be proficient with Microsoft Office products with at least an intermediate skill level in using Microsoft Office and Internet based systems. Outreach and public speaking experience is a plus. Prefer candidates with a general understanding of housing policies, local housing ordinances, fair housing laws, and working knowledge of landlord/tenant rights and responsibilities. Candidate's resume/CV and three (3) professional references will be required for consideration.

### **Specific Duties and Responsibilities Include**

The position's responsibilities include, but are not limited to, the following:

- Interact with clients needing help with locating new housing, mediating conflicts between property managers and tenants, and connecting tenants or landlords to housing and pro bono legal resources.

- Completing client intakes and assessment to provide housing technical assistance to clients who call, email, or walk-in to NCR's office seeking housing assistance.
- Provide advocacy, intervention and mediation services for tenants, landlords and/or other housing providers/stakeholders.
- Provide education and training for renters, property owners, and first-time property owners.
- Attend community meetings related to housing, including meetings with the City of Chicago Dept. of Housing, Aldermanic offices, and/or other housing related industry meetings, etc.
- Provide internal referrals to other NCR programs, and external referrals to Chicago Building Dept., NCR's Fair Housing dept., and other social service organizations as appropriate.
- Work closely with the NCR Fair Housing Department and other NCR Programs to help clients, conduct informational outreach, provide or receive client referrals, and conduct joint workshops.
- Assist Housing Director prepare and submit monthly, quarterly, and year-end reports to grantors and NCR's Board of Directors.
- Maintain good relations in both public and private sectors with city staff, elected officials, property managers, property owners, tenant rights groups, housing provider's associations, various community organizations, as well as the general public.
- Performs other tasks as directed by Housing Director or Executive Director.

Please email your cover letter, resume and three (3) professional references to the following email address: [housing@northsidecr.org](mailto:housing@northsidecr.org) No phone calls please. Thank you.

**History and mission of NCR:** NCR is a 501(c)(3) non-profit, community based organization which has been providing advocacy and social services in the Rogers Park and other North side neighborhood areas of Chicago since 1952. Formerly known as the Rogers Park Community Council, it was formed in 1952 by community members with a mission to build and strengthen communities among the diverse populations of Chicago's North Side. It rebranded in 2011 as the Northside Community Resources to better reflect the larger area it now serves.

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

*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 [chris@northsidecr.org](mailto:chris@northsidecr.org) with your request. Determinations on requests for reasonable accommodation are made on a case-by-case basis.*