

Eden I&R, Inc.

"linking people and resources"



570 B Street ♦ Hayward, CA 94541 ♦ 510-537-2710 ♦ FAX 510-537-0986

Job Description:

Housing Community Resource Specialist

(Temporary, hourly, non-exempt, 40 hours per week with benefits)

This is a 100% grant-funded temporary (one-year) position with a possible extension.

The grant end date is 6/30/2023.

Agency Description: Eden I&R envisions a community empowered with information and connected to resources, so that all people obtain health, happiness, hope, and improved livelihoods. The agency's largest program is 211 Alameda County, the 24/7 multilingual phone line that provides resource information to individuals and families from throughout the county.

Program Description: Eden I&R is piloting a one-year project to centralize housing support services for the 211 Contact Center.

Position Description: The Housing Specialist position is a non-exempt, temporary (one-year), full-time position with benefits, in the 211 Contact Center Department. Under the daily supervision of the 211 Associate Director, the Housing Specialist will participate in piloting a centralized housing service function within the 211 Contact Center. The successful candidate will be a problem-solver who advocates for callers in need of housing resources and will counsel individuals at-risk of losing housing to prevent eviction, resolve tenant-landlord disputes, unsafe living conditions, harassment or discrimination, and/or other housing rights.

Duties Include:

- Assess incoming housing security related calls (e.g. eviction prevention, tenant/landlord disputes, rent increases, Section 8 vouchers, individuals with disabilities and unsafe/unhealthy homes, etc.)
- Counsel callers in need of appropriate housing resources and advocate for callers who are at-risk of losing housing
- Complete online intake and provide callers with appropriate housing resources and referrals; provide initial housing application assistance, if needed
- Work closely in partnerships with Housing Right/Legal Aid organizations to facilitate timely and successful outcomes for callers
- Remain up-to-date on changes in housing related services and housing rights information
- Participate in outreach and follow-up efforts; conduct presentations throughout Alameda County and provide services to help seekers while in the field
- Maintain excellent documentation
- Provide on-going training with 211 staff as needed around services/rights changes; participate in 211 huddles and share relevant information with team members
- Participate in quality improvement process

www.edenir.org ♦ *Eden Information & Referral* ♦ edenir@edenir.org

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- Provide back-up to 211 when needed: assess callers' needs; provide appropriate referrals to housing and human services; and advocate for callers in complex and emergency situations.
- Perform other duties as assigned by the 211 Associate Director.

Position Requirements:

- At least one year of work experience in housing case management & advocacy; call center experience preferred but not required
- Knowledge of customer service principles; excellence in customer service required
- Commitment to diversity, equity and inclusion
- Proficiency in Spanish preferred but not required
- Thrives in fast-past, innovative, work environment
- Excellent oral and written communication skills in English; ability to represent the agency to stakeholders and the community-at-large
- Excellent time management and organizational skills
- Ability to work well with various personalities
- Experience with database and word processing programs
- College graduate or equivalent work experience.

Compensation: Non-exempt; \$31 per hour; health and dental benefits available.

Location: This position is temporarily remote. Candidates must be able to be in person, when needed and safe; a combination of remote and in person is possible. Eden I&R is conveniently located one block from the Hayward BART station.

To apply, email your resume and cover letter to jobs@edenir.org

Eden I&R is an Equal Opportunity Employer