

## Intake Specialist

The Intake Specialist supervises database input and initial client contacts

Being accessible to the public very important to us. The Intake Specialist is responsible for managing all of our interaction with the public seeking services from our organization. S/he oversees (and participates in) the answering of phones, conducting initial interviews with our clients, oversees the computer and database.

### Specific Duties

- ❑ Supervises interns and work-study students who assist with intake.
- ❑ Provide quality client work.
- ❑ Maintain and update Information and Referral materials.
- ❑ Work as part of a team.

### Necessary Skills

- ❑ MUST speak Spanish
- ❑ MUST have 2 years experience in housing counseling or equivalent
- ❑ Good organizational skill
- ❑ Self-starter
- ❑ Great with the public.
- ❑ Computer/internet literacy

This position reports to the Deputy Director. Ongoing training opportunities are available to all staff.

Founded in 1979 and incorporated in 1987, Housing Rights, Inc. is a nonprofit organization. Our mission is to fight for equal access to housing for everyone by eliminating barriers to housing choice such as discrimination, sub-standard housing, ignorance, apathy and malice in order to eradicate illegal housing discrimination, prevent evictions/foreclosures and encourage diversity in our neighborhoods.

We do this by assisting individuals in exercising their housing rights to obtain and maintain the home of their choice and by promoting understanding by tenants and landlords, housing consumers and housing providers of their rights and responsibilities through housing rights counseling/advocacy, education, outreach, investigation, mediation, self-advocacy, legal referrals and enforcement of fair housing laws.

We provide services in six Bay Area counties. Please check out our website for specific information ([www.housingrights.org](http://www.housingrights.org)). Our main office is in the City of Berkeley and we have satellite offices in the Cities of Concord and Antioch. Our programs include:

**Housing Rights Advocacy:** We investigate housing discrimination. We work with tenants and landlords to resolve conflict, we assist homeowners and buyer with predatory lending issues, we work with homeowners to maintain their home and avoid foreclosure. We conduct educational workshops and are available in the community to answer housing rights related questions.

**Enforcement:** Our two main enforcement activities are: Testing program and certified Lawyer Referral Service (120). We test for and investigate potentially discriminatory lending practices. We refer individuals who otherwise would not have access to legal representation to attorneys to address housing related issues.

**Housing Opportunity Program:** We are a HUD certified housing counseling agency and provide a variety of services at our Mt. Diablo Housing Opportunity Center in Concord, Ca. (1866-469-0133)

**Affordable Housing Advocacy Project:** We support residents of subsidized housing in their efforts to become involved in affordable housing issues.

**Community Outreach:** We work closely with faith organizations, the real estate industry, lending institutions, the legal system and others on housing issues critical to our communities.

This position is full-time (35 hours a week), Monday through Friday. HRI provides medical insurance for regular employees (over 90-day tenure with the agency), paid vacation and sick leave. Current driver's license and automobile insurance are required. Salary is \$29,000 to \$31,000 DOE. HRI is an equal opportunity employer.

Please send a resume/letter of interest to Housing Rights, Inc. by fax: 510-548-5805, by e-mail: [hri@housingrights.com](mailto:hri@housingrights.com) or by mail: P.O. Box 12895, Berkeley, CA. 94712. For more information about Housing Rights, Inc. visit our web page at [www.housingrights.org](http://www.housingrights.org).