

Position Title:	Bi-lingual Housing & Fair Housing Specialist	Department:	Dispute Resolution Center
Reports to:	Housing Manager	Classification	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Date:	July 2018	Supervises:	Yes No <input checked="" type="checkbox"/>

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

GENERAL FUNCTION:

This position supports Housing Manager in day to day coordination and provision of services for Renter Certification program and ongoing Spanish fair housing education and counseling services. Assists in collecting data required for reporting for Renter Certification Program and Fair Housing. Performs all functions related to landlord-tenant services.

QUALIFICATIONS:

- Bachelor’s degree in related field or equivalent
- Bi-lingual Spanish/English required
- Demonstrated belief in alternative dispute resolution processes
- Excellent customer service skills and people skills, strong communication skills
- Ability to maintain composure while completing diverse tasks
- Ability to exercise good judgment, be compassionate, dependable and be willing to complete office tasks as necessary
- Demonstrate initiative in applying problem-solving skills to office challenges
- Competence in MS Office required, especially Word
- Knowledge of local housing issues and any other software expertise is a plus

PRINCIPAL ACTIVITIES:

- Support services for day-to-day operation of English/Spanish Renter Certification Program and Fair Housing.
- Answers calls from the public in English/Spanish and provide information on Landlord/Tenant rights and responsibilities with a goal toward collaborative problems solving which allows tenant to maintain housing, along with any additional Fair Housing questions that may arise.
- Coordinate with Housing Manager to attend meetings and events including Point In Time Count around Snohomish County as required by grant requirements.
- Maintain records in Caseload Manager as required by DRC grant.
- Maintain call records as required for grant Quarterly Reporting.
- Support Housing Manager with Renter Certification classes in English/Spanish and Fair Housing in Spanish.
- Support Housing Manager in maintaining MOU’s with local housing partners.
- Answer Landlord/Tenant calls and provide conciliation to maintain housing.
- Outreach projects including meetings, events and brochure/flyer distribution.

If you wish to apply for this position, please email your cover letter and resume to:
recruiter@voaww.org.

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