

**POSITION: FAIR HOUSING COUNSELOR**

**IMMEDIATE SUPERVISOR:** Housing Manager  
**PROGRAM:** Dispute Resolution Center  
**HOURS & WAGES:** Full Time/ \$17 - \$19 per hour DOE  
**DATE OF DESCRIPTION:** September 2015

**GENERAL FUNCTION:**

Coordinate the overall operations of the Snohomish County fair housing program including; providing ongoing fair housing education and counseling services to tenants, creating and maintaining of fair housing training materials and completing targeted outreach efforts to homeless and low-income residents in Snohomish County. Provide support to the Housing Manager in the day to day provision of services for Renter Certification program and landlord-tenant services. Assist in collecting data required for reporting.

**QUALIFICATIONS:**

- Bachelor's degree in a related field. Related experience can be substituted for educational requirements.
- Knowledge of fair housing laws.
- Demonstrated belief in alternative dispute resolution processes.
- Experience on training adult learners and working with diverse populations.
- Ability to remain neutral when assisting two people in conflict.
- Must possess excellent customer service skills and people skills, strong communication skills; 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.
- Bilingual Spanish/English desired.

**PRINCIPAL ACTIVITIES:**

- Educate tenants on discrimination in housing by providing group and one-on-one trainings.
- Respond to fair housing questions/inquiries and make appropriate referrals, in-person and over the phone.
- Obtain and record the demographic information of the persons who receive fair housing education/counseling services.
- Answer calls from the public and provide information on Landlord/Tenant rights and responsibility with a goal toward collaborative problems solving which allows tenant to maintain housing.
- Support Housing Manager with Renter Certification classes in English.
- Coordinate with Housing Manager to attend meetings and events including Point In Time Count around Snohomish County as required by EHP requirements.
- Maintain records as required by EHP grant and maintain call records as required for EHP Quarterly Reporting.
- Stay current on all Washington State fair housing issues.
- Complete outreach efforts 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](mailto:recruiter@voaww.org).

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*