



POSITION: FAIR HOUSING COUNSELOR & TRAINER

IMMEDIATE SUPERVISOR: Housing Program Manager
PROGRAM: Dispute Resolution Center
HOURS & WAGES: Full Time/Non Exempt/ DOE
DATE OF DESCRIPTION: November 2015

The Volunteers of America Dispute Resolution Center is a not for profit mediation and conflict resolution program. We utilize client centered conflict resolution practices to assist individuals and families in stabilizing housing, family relationships and employment. Learn more about us at www.voaww.org/drc.

We are currently seeking a Fair Housing Counselor / Trainer to complete our housing services team. We are looking for someone with knowledge of Fair Housing laws, experience training adult learners and exceptional interpersonal skills. Responsibilities include working with tenants who have questions and concerns about housing discrimination, providing several trainings a month for tenants regarding Fair Housing, rental housing and conflict resolution issues and performing a variety of outreach activities to tenants throughout Snohomish County.

GENERAL FUNCTION:

Coordinate the overall operations of the Snohomish County Fair Housing Program including; providing ongoing Fair Housing training 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 Program 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 or equivalent. Demonstrated belief in alternative dispute resolution processes. Knowledge of Fair Housing laws. Experience training adult learners and working with diverse populations. Must possess excellent customer service skills, strong communication skills and composure while completing diverse tasks. This position requires the 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. Bi-lingual Spanish/English desired. Experience developing and customizing training curriculum 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 Program Manager with Renter Certification classes in English (also in Spanish if bilingual).
- 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.

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.