



**POSITION: Housing Retention Mediation Specialist**

**IMMEDIATE SUPERVISOR:** Housing Program Manager  
**PROGRAM:** Dispute Resolution Center  
**HOURS & WAGES:** Full Time/\$18 per hour  
**DATE OF DESCRIPTION:** December 2015

**GENERAL FUNCTION:**

The VOA-DRC Housing Retention Mediation Specialist (HRMS) provides outreach to the Landlord Engagement Specialist, Prevention Navigators and non-profit housing providers regarding the availability of the mediation and conciliation services. Referrals may be made by the Landlord Engagement Specialist, Prevention Navigator, housing provider or case manager to the HRMS to assist in preventing homelessness due to a dispute with a landlord or property management personnel. When appropriate, the HRMS provides a facilitated conversation with the tenant and navigator or case manager to assist them in working through differences to avoid eviction proceedings. Mediation between landlord and tenant is also available through the HRMS.

**QUALIFICATIONS:**

- Certified mediator (or ability to become certified within 3 months)
- Experience in delivering training in mediation and conflict resolution skills
- Low income housing experience a plus
- Demonstrated conflict resolution, communication and negotiation skills
- Ability to stay neutral and unbiased when conciliating and mediating disputes
- Comfortable helping others in high stress, conflict situations
- Commitment and ability to engage in an empathetic, non-judgmental way with people in crisis situations
- Cultural competency
- Demonstrated sensitivity to the needs of clients experiencing and at risk of homelessness
- Self-directed and motivated to set own deadlines
- Computer literacy -Word and Excel preferred

**PRINCIPAL ACTIVITIES:**

- Provide outreach to the Landlord Engagement Specialist, coordinated entry navigators, and non-profit housing providers to make them aware of the services offered.
- Receive referrals from coordinated entry navigators, Landlord Engagement Specialist, or Prevention Navigators of high risk families that are at risk of losing their housing due to a dispute.
- Engage non-profit housing providers and/or private market landlords to support entry of high risk families into housing.
- Deliver dispute resolution services to the family and housing provider, engaging a CE navigator or other helping professional as indicated.
- Develop dispute resolution plan to which all parties agree and the responsibilities of all parties are clearly understood.
- Arrange for delivery of Renter Certification Training, as applicable.
- Deliver technical assistance, training, and conflict coaching to CE navigators and non-profit housing providers to build their capacity to assist high-risk families in retaining permanent housing.
- Participate in data collection and project evaluation and attend Investing in Futures partnership meetings and navigator meetings as requested.

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.*