POSITION DESCRIPTION
CLIENT ADVOCATE (Part-Time)
July 2023

The Fair Housing Center for Rights & Research (The Fair Housing Center) is currently accepting-applications for a part-time (18-22 hours/week) Client Advocate. The Fair Housing Center is a not-for-profit fair housing organization whose mission is to protect and expand fair housing rights, eliminate housing discrimination, and promote integrated communities. The position is based in Cleveland, Ohio. This position may be primarily performed remotely, but location in Cleveland and ability to meet in-person with clients, when needed, is preferred.

General Responsibilities:
The Client Advocate is responsible for assisting with fair housing complaint investigation, enforcement, and advocacy activities. The Client Advocate works in a team with other advocates, under the supervision of the Director of Client Advocacy.

Duties:
- Conducting intake of complaints, inquiries, and other communications from the public
- Educating and counseling individuals on fair housing remedies and procedures
- Developing strategies to assist individuals in addressing their fair housing needs and concerns
- Identifying appropriate external resources to assist individuals and providing referrals as needed
- Maintaining detailed and accurate contemporaneous electronic and physical records of contact with individuals including actions taken and services provided
- Contemporaneously logging all time worked and activity undertaken in a centralized, web-based case management system
- Participating in ongoing development of intake and referral procedures and techniques
- Working with the Associate Director and Director of Client Advocacy to resolve complaints
- Conducting fair housing testing through site selection, test assignment and evaluation
- Drafting administrative charges for filing with fair housing enforcement agencies
- Monitoring housing advertisements for compliance with fair housing laws
- Staffing drop-in sessions and outreach events (both virtual and in-person, as needed)

Qualifications:
- Demonstrated commitment to civil rights and fair housing (Knowledge of federal, state, and local fair housing, fair lending, and accessibility laws preferred)
- Well-organized, detail-oriented, and able to effectively meet deadlines on a variety of projects at one time
- Self-starter who can maintain motivation and productivity with minimum supervision in a hybrid work environment with many staff working remotely
- Demonstrated time management and record-keeping skills
- Ability to work in a team environment and communicate effectively with a broad range of individuals and groups
- Excellent written, verbal and interpersonal communication skills
- Prefer bilingual Spanish, Arabic, Mandarin or Cantonese language skills
- Proficiency with Microsoft Excel, Word, Adobe, Teams, and Outlook
- Must be able to commit to a minimum of 18 hours a week
• High level of computer proficiency, including ability to type quickly and accurately, manage simultaneous tasks in a digital workspace, and respond promptly to communications across multiple platforms

**Education:** Bachelor’s degree or equivalent work experience

**Salary:** Part-time (18-22 hours a week), hourly ($17.00-$20.00 depending on experience). Eligible for 401(k) match.

**Application Deadline:** Applications will be considered on a rolling basis, beginning July 24, 2023

Please email *cover letter, resume, and list of three professional references with email subject “PT Client Advocate”* to:
Kris Keniray, Associate Director
Fair Housing Center for Rights & Research
kkeniray@thehousingcenter.org

Failure to submit all requested materials may result in application being rejected.

No phone calls, please.

The Fair Housing Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, gender identity, sexual orientation, marital status, familial status, national origin, age, disability, ancestry, military status or genetic information. In addition to federal law requirements, The Fair Housing Center complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.