

**Position Description:**

**Statewide Enforcement Intake Assistant**

**HOURS / STATUS:** Full-time (40 hours/week) / Non-exempt

**SCHEDULE:** Monday – Friday, 8:00 – 5:00 p.m. typical, some flexibility

**REPORTS TO:** Director of Enforcement & Assistant Director of Enforcement

**LOCATION:**  **Statewide**

**About Our Relationship**

**You:** You are passionate about Fair Housing rights and social justice and have a high level of attention to detail with a commitment to accuracy. You are trauma-informed, are able to maintain professional boundaries and confidentiality, and are able to work effectively and compassionately in a multi-cultural and diverse environment.

**Us:** We are a statewide, justice-minded, equity-focused civil rights organization working to end housing discrimination throughout Oregon. We have high expectations about engaging our many community stakeholders and groups across multiple channels. We appreciate your commitment to racial equity and your desire to grow with a growing organization. We have a dynamic staff located throughout the state of Oregon, fiercely committed both to our work to end housing discrimination and also to support and nurture one another.

**FHCO Mission / Organization**

The Fair Housing Council of Oregon (FHCO) is a statewide civil rights organization promoting justice, equity, and inclusion in housing throughout Oregon. We work to end housing discrimination by providing education, outreach, technical assistance, and enforcement opportunities specifically related to federal, state, and local fair housing laws. This 30-year-old, 501(c)(3) public benefit organization has staff throughout Oregon, with its main office in Portland, Oregon. We are the only private fair housing organization in the state. FHCO is unique in that we emphasize education and outreach as much as enforcement. In addition to providing information and referral, advocacy, and investigation services, FHCO provides complainants with assistance in navigating fair housing legal and administrative processes. The organization also provides technical assistance to public sector officials.

The goals of our enforcement program are to assist home-seekers and in-place tenants in pursuing individual complaints, to investigate and challenge systemic housing discrimination, and to enhance the region’s enforcement capacity through testing, technical assistance, and legal action.

**Website:** [www.fhco.org](http://www.fhco.org)

**Responsibilities include:**

* Staff hotline and answer incoming phone calls
* Respond to email, mail, online and direct referral inquiries from across the state
* Screen all inquiries and input narrative and demographic information into database
  + Evaluation of information provided to distinguish allegations of housing discrimination from other housing-related matters
* Refer non-fair housing inquiries to appropriate organization or agency
* Track inquiries, referrals, and correspondence
* Other tasks as assigned

**Other Responsibilities in Organization**

* Meaningfully engages in organization’s equity work, including participating in trainings

and follow-up discussions among staff

* Actively and positively participates as a member of the FHCO team, including at bi-

monthly staff meetings, and in day-to-day interactions with team members

* Serves as a professional and friendly ambassador of the organization when interacting

with people outside of the organization

* Proactively, and as otherwise needed, makes recommendations for improving FHCO’s

effectiveness and efficiency in all areas of responsibility

* Complies with the organization’s policies and procedures

**Ideal Qualifications & Experience:**

* Demonstrated commitment to FHCO’s mission and civil rights
* Familiarity with federal and state civil rights statutes and regulations
* Experience in housing, civil rights, fair housing, or investigative work
* Ability to work effectively and compassionately in a multi-cultural, diverse environment
* Excellent time management, thorough organizational skills, and impeccable data entry
* Excellent and trauma-informed customer service
* Ability to maintain professional boundaries and confidentiality
* Understanding of rental housing screening and management practices
* Ability to work independently from remote location without direct supervision
* Strong understanding of anti-racism and desire to be a part of a learning/growing

culture including having challenging conversations

**Technology Skills:**

* Proficient in Microsoft Office Suite
* Skilled use of email and internet
* Experience with on-line learning and research technologies
* Familiarity with cloud-based case management software

**Other Requirements:**

* Must pass a criminal background check

*\*A note to potential candidates: Studies have shown that women, trans, non-binary, and Black, Indigenous, and people of color (BIPOC) people are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description.*

*We are committed to building a diverse and inclusive organization, and we are most interested in finding the best candidate for the job. That candidate may be one who comes from a background less traditional to our field of work, and that’s welcome. We would strongly encourage you to apply, even if you don’t believe you meet every one of the qualifications described.*

**Salary and Benefits Information:**

* Compensation: $20/hour, non-exempt employee
* Organization offers no-cost medical, dental, and vision insurance benefits to employees, dependent benefits available at employee’s cost
* Organization offers Employee Assistance Program for all staff & their dependents
* Access to 401-K retirement plan
* Vacation:
  + Years 0-5: 80 hours/year (80 hours can be carried over each year)
  + Years 5+: 120 hours/year (80 hours can be carried over each year)
* Paid sick leave: 8.0 hours/month
* Paid parental leave: 160 hours paid after 1 year of employment
* All benefits available the 1st of the month following date of hire
* Federal holidays paid, plus one personal holiday

**To apply, please email a cover letter and resume to** [**ljohnson@fhco.org**](mailto:ljohnson@fhco.org)**. In the cover letter, please address why you are a good fit for this position and any experience you have with fair housing or other civil rights advocacy. Please put “Intake Specialist” in the subject line.** Resumes will be reviewed until March 25, 2022, then thereafter only if the position has not been filled. Interviews will be held virtually. No phone calls please.

**Equal Opportunity Employer**

The board and staff of the Fair Housing Council of Oregon believe we can meet the organization’s mission only with a diverse board and staff who actively cultivate a culture of equity and inclusion. FHCO is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, disability, age, sexual orientation, gender identity, or veteran status. We are committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. If you require reasonable accommodation in responding to this job announcement, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to Heather Tatman, Director of Personnel & Strategic Initiatives, at htatman@fhco.org, or (503) 223-8197.