



# HOPE FAIR HOUSING CENTER

Creating Opportunity. Ending Discrimination.

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## Fair Housing Specialist

**Background:** HOPE Fair Housing Center (HOPE), established in 1968, is the oldest fair housing center in Illinois. HOPE works to create greater housing opportunities for all. We ensure everyone has the chance to live in the community and home of their choice free from discrimination based on race, color, religion, national origin, sex, disability, familial status, sexual orientation, age or any other characteristics protected under state or local laws. HOPE accomplishes this through public policy, education, outreach, advocacy, enforcement, training, and community development.

**Position Overview:** The Fair Housing Specialist will provide support to HOPE's fair housing enforcement division. The Fair Housing Specialist will conduct intake interviews, provide information & referrals, as well as assist HOPE's clients in brief advocacy and resolution assistance. The Fair Housing Specialist will conduct investigative activities and work with HOPE's staff on other enforcement activities such as drafting letters, compiling and analyzing statistical data, and database management as needed.

Reporting to the Deputy Director of HOPE, the Fair Housing Specialist will have the following areas of work:

### Primary Responsibilities

- Supporting HOPE's intake and case work by: Responding to calls and emails from HOPE's clients and providing appropriate internal and/or external referrals; Conducting intake of fair housing allegation complaints; Maintaining client records and files and updating HOPE's database as needed; Assisting with case work for HOPE's clients such as drafting reasonable accommodation request letters and mediating quick resolutions in matters for HOPE's clients.
- Conducting testing and other investigation activities such as: Completing market and entity reviews which may include demographic mapping, examining public records, reviewing housing providers' advertisements and policies, and understanding market requirements in preparation for civil rights investigations; Coordinating fair housing tests to assess compliance with fair housing laws through comprehensive gathering of facts; Interviewing of parties and witnesses involved in fair housing allegations and review of pertinent documents; Conducting on-line and on-site assessments of housing developments for compliance with fair housing and accessibility laws.
- Assisting with developing topic specific and self-advocacy toolkits and templates; Building HOPE's community resources catalog; and Organizing and maintaining HOPE's housing and fair housing information, resources, and referrals for ease of access and reference, and dissemination to its clients.
- Compiling data and summaries for regular reporting of HOPE's enforcement activities;
- Professionally and effectively representing HOPE in a variety of forums, as assigned;

- Participating in other enforcement or education related activities as determined by the Deputy Director;
- Staying abreast of emerging fair housing topics, civil rights regulatory changes, and best practices in serving victims of housing discrimination;
- Some travel will be required to represent HOPE at trainings and events, as well as to attend trainings for professional development;
- Performing other duties as assigned.

**Working Conditions:**

The position requires flexibility in schedule, duties, or unexpected events/circumstances that may occur, so tasks not specified here may be required to successfully execute the position and may be asked upon by the Deputy Director.

Evenings and weekends and off-site work may be required. The schedule is flexible and is subject to the needs of organizational operations. This position is supervised by the Deputy Director.

***Successful Candidate will Demonstrate:***

- Passion for HOPE’s mission and its core values of innovation; housing equity, justice, and fairness for all; community reinvestment; solidarity with and accountability to communities served by HOPE
- Strengths around creativity, resourcefulness, persistence, and self-reflection
- Proclivity to risk-taking and a willingness to fail, learn, and adapt
- Preference towards a non-directive, client and staff-led relationship
- Openness to new approaches to HOPE’s work, delivery of services, and engagement with clients and communities
- Openness to regular, 360-degree feedback and an environment of mutual accountability
- Ability to engage a diverse community of people
- Commitment to confidentiality, integrity, and professionalism

***Required Qualifications:***

- A Bachelor’s degree or higher is useful but not required;
- Experience in conducting intake, investigations, community organizing, database management, and/or graphic design a plus;
- Possess or capable of developing a strong understanding of:
  - Fair housing statutes
  - Complaint investigation best practices
  - State and federal administrative complaint and legal processes
  - Landlord/tenant laws and issues
  - Various additional legal concepts pertaining to fair housing
- Strong attention to detail with keen analytical and time management skills
- Excellent written and verbal communication skills
- Ability to timely meet specific contract requirements
- Ability to represent HOPE effectively in a professional manner
- Demonstrated commitment to fair housing and/or civil rights
- Strong technology-related skills including familiarity with Microsoft Office, online databases and ability to navigate the internet
- Bilingual skills a plus but not required

**Accountability:** The Fair Housing Specialist is accountable to and supervised by HOPE's Deputy Director.

**Salary and Benefits:** This is a full-time (40 hours a week) exempt position that includes fully covered health and dental insurance, life insurance, and IRA matching up to 3% (currently offered but at the discretion of the Board) and generous paid time off. The starting annual salary is between \$40,000 and \$45,000 and depends on relevant experience.

**Start Date:** This position is anticipated to begin February 2023 and may be eligible to start sooner depending on applicant availability.

**To Apply:** Interested parties may e-mail their cover letter and resume to [info@hopefair.org](mailto:info@hopefair.org)  
No calls please.

**Women, people of color, LGBTQ, people with disabilities and veterans are strongly encouraged to apply.**

**HOPE is an Equal Opportunity Employer. The position will remain open until filled.**