

Intake 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 Intake Specialist is responsible for Intake and administrative support: communicating directly with HOPE's clients, assessing their needs, determining what services and/or referrals to provide; client data entry and file management; some office operations; and assisting in the overall furthering of HOPE's mission to ensure fair housing opportunities for all.

Primary Responsibilities

- Respond to calls and emails from clients in a timely manner;
- Provide appropriate internal and/or external referrals to clients;
- Document and track all client calls and emails;
- Conduct intake of fair housing complaints;
- Maintain concise and comprehensive documentation of intakes;
- Maintain our intake/case database up to date;
- Assist with reporting of intake/case data to our funders;
- Maintain confidentiality on all project activities;
- Provide secretarial and administrative support, including filing, and data input;
- Monitor and manage office operations when requested by the Executive Director including ordering office supplies and communicating with building tenants and vendors;
- Maintain info@hopefair.org email address and serve as the "go-to" for general inquiries about HOPE's services and programs;
- Keep abreast of trends in the housing sector and provide support for HOPE's resource development initiatives;
- Post-intake casework prior to investigations as assigned by the Associate Director of Enforcement;
- Work on building an improved list of referrals to better serve clients;
- Other duties as assigned.

Working Conditions:

HOPE offers a partial remote work option. Must be willing to travel to and work on-site at the HOPE office according to HOPE's Remote Work Policy (currently a minimum of twice a week). HOPE's office is in the Chicago west suburb of Wheaton, IL. Please note this is not an exclusively remote position.

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.

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

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
- Willingness to take risks, 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
- Ability to think broadly, strategically and tactically about HOPE's mission and vision

Required Qualifications:

- Possess or develop a strong understanding of:
 - Fair housing statutes;
 - Intake and file keeping best practices;
 - State and federal administrative complaint and legal processes;
 - Landlord/tenant laws and issues; and
 - Various additional legal concepts pertaining to fair housing.
- Experience conducting intake, customer service support, and data entry preferred;
- Exceptional interpersonal and communication skills that include:
 - Multicultural competency with an appreciation for diversity and integration;

- Excellent oral, written, and listening skills;
- Clear and open communication style;
- Positive, team-player attitude focused on collaboration;
- Outstanding time management and scheduling skills, with the ability to manage multiple tasks simultaneously;
- Superior accuracy, attention to detail, and analytical skills; and
- Ability to represent HOPE effectively in a professional manner;
- Bilingual Spanish speaker a plus but not required.
- Ability to keep records and maintain case files;
- Demonstrate a firm commitment to fair housing and civil rights.
- College degree useful but not required.

Accountability: The Intake Specialist is accountable to and supervised by HOPE's Associate Director of Enforcement.

Salary and Benefits: This is a full-time (40 hours a week) exempt position that includes health and dental insurance, life insurance, IRA matching up to 3% (currently offered but at the discretion of the Board) and generous paid time off. The position is budgeted at \$45,000.

To Apply: Interested parties may e-mail their cover letter and resume to info@hopefair.org. Applications will be accepted on a rolling basis with interviews beginning as soon as September 1, 2023. No calls please.

Women, people of color, members of the LGBTQIA+ community, people with disabilities and veterans are strongly encouraged to apply.

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