

Hands On Defense Intake Coordinator

Department: Hands On Defense

Employment Type: Part Time (25 hours/week)

Compensation: 25,000

Location: Jamaica Plain, MA

Start date: November 15, 2022

Justice for Housing is a grassroots community organization committed to ending housing discrimination and homelessness for justice involved individuals impacted by incarceration and domestic violence in the Greater Boston area.

The Hands On Defense Intake Coordinator role is an excellent opportunity for a young or seasoned professional dedicated to housing and racial justice to develop their career in the not-for-profit sector. This role is ideal for a dynamic and motivated individual with excellent communication skills and a desire to meet community members where they are at and help them reach their goals. Under the direction of the Hands On Defense Program Manager, the Hands On Defense Intake Coordinator will continue Justice For Housing, Inc.'s work in connecting justice involved individuals with stable housing opportunities through direct client advocacy, relationship building, and engagement with Justice For Housing's other programs and initiatives.

The person in this role is an effective advocate, able to work with formerly incarcerated people and individuals at the intersections of other marginalized identities with cultural humility and a focus on harm reduction. The Hands On Defense Intake Coordinator will be the first staff member that many clients will be interacting with when seeking services, helping ensure they get connected to the appropriate department and resources to meet their housing needs. This position will also work with the Hands On Defense Program Manager to build relationships with partner organizations who work with our target population to ensure that all individuals eligible to receive our services are connected with our organization.

The ideal candidate recognizes that our team is passionate and spends our working hours deeply engaged in our tasks, and works to support productivity, collaboration, learning, and growth by ensuring our work environment and projects run smoothly, while feeling empowered to request support necessary to prevent burnout. The HOD Program Manager and Intake Coordinator will determine together a schedule that allows for the broadest client engagement opportunities while also allowing the flexibility for other responsibilities outside of working hours, such as additional part time employment or coursework.

Responsibilities

- Complete intakes with walk-in and call-in clients
- Review online intakes
- Refer clients to partner organizations for resources outside of the scope of Justice For Housing, Inc.
- Build and nurture relationships with landlords, brokers, and property management companies who may be willing to work with individuals with carceral histories
- Track interactions related to client housing cases (e.g. document submission dates)
- Document client interactions, successes, and needs for reporting purposes
- Provide support for J4H campaign efforts when needed
- Attend events and city meetings as directed
- Attend weekly staff meetings
- Remain up to date and informed about relevant development in housing legislation
- Miscellaneous projects or assignments as needed

Who We Are Looking For

Discernment and honesty we can trust. You are a thoughtful team member who acts in alignment with your integrity and are unfailingly trustworthy. You are committed to continuously deepening and evolving your own understanding of systems of oppression through study, openness, and humility. And you easily recognize your own relationship to privilege and power, examining and shifting your behaviors as appropriate. Uplifting and additive. You see mistakes as opportunities for growth; problems as catalysts for solutions and inspire others along the journey. You carry a positive approach, can-do attitude, a sense of humor, and authentic kindness wherever you go.

Ideal Qualifications

The specifics of the position can be taught on the job. As such, we prioritize passion and investment in the mission over specific experience or training. Applicants need not have all of the below qualifications to be considered. Lived experience will be regarded with equal consideration as work/education experience.

- Customer or client service experience
- Previous or current lived or employment experience with target population
- Effective writing, editing, and verbal communication skills
- Familiarity and comfortability with GSuite
- Strong time management and organizational skills, ability to juggle multiple priorities, and comfortability working in a fast-paced and non-traditional work environment
- Passion for safe and affordable housing for individuals impacted by incarceration and domestic violence
- Commitment to the beliefs and values of Justice 4 Housing with a demonstrated passion for progressive politics, specifically in decriminalization, racial justice, and abolition
- Experience with Salesforce or other customer relationship management (CRM) systems
- Familiarity or experience with affordable housing system and/or legal system
- Awareness of and/or previous experience with the “key players” of reentry services, housing, and policy
- Monday-Friday availability

The Position

Benefits

- \$2500 reimbursement for healthcare expenses*
- Vacation and Sick Leave
- Training and professional development opportunities

*Note - We are in the process of setting up a health insurance package for our employees, but at time of posting, we are unable to provide health insurance benefits. We will instead reimburse all employees up to \$5000 in a calendar year for any expenses incurred toward healthcare, including insurance premiums, co-pays, and/or deductibles.

How to apply

Please send your CV and a one-page cover letter explaining how your experience fits the roles and responsibilities listed above to info@justice4housing.org by 10/15/2022.

Justice for Housing is committed to diversity and inclusion. We encourage all applicants, regardless of race, gender, religion, physical or mental disability, military and veteran status, sexuality, education, incarceration history, and any other characteristic protected by applicable law to apply. **Formerly incarcerated and justice-involved individuals are highly encouraged to apply.**

The Hands on Defense Program Manager is a part-time, non-exempt, salary position. The salary for this position is \$25,000/year with medical cost reimbursements, vacation time, and bonuses as Executive Director see's fit. This position will be based in one of Justice 4 Housing's offices in Boston, MA, with opportunities for remote work. Justice 4 Housing, Inc., has a mandatory COVID-19 vaccine policy.