

JOB ANNOUNCEMENT

Position: Temporary Supervising ERAP Specialist

Reports to: ERAP Policy & Compliance Manager

Bargaining Unit: No

FLSA: Non-Exempt

Type: Full Time/Temporary

End Date: December 31, 2022



Position Summary:

Our Tenants' Rights Practice works to stop displacement and stabilize our communities through eviction defense, drop-in legal clinics, affirmative litigation, administrative hearings before rent boards, know-your-rights presentations and community outreach, and policy initiatives. In response to the COVID-19 pandemic, Centro Legal de la Raza Tenants' Rights Practice is partnering with local government agencies to implement and administer large-scale emergency rental assistance programs (ERAP) for low-income tenants financially impacted by the COVID-19 pandemic. Centro Legal is scaling a data-driven holistic approach to anti-displacement that integrates rental assistance, legal representation, know-your-rights education, and policy advocacy. As part of an extensive strategy to ensure underserved communities and individuals can access the program, partnerships will be established with local organizations to provide direct technical assistance and outreach to applicants.

We are seeking a Temporary Supervising ERAP Specialist to support the Tenant's Rights Program's emergency rental assistance efforts. This is a temporary position, anticipated to last until December 31, 2022. Centro Legal may decide to extend the temporary position based on continuing need and available funding. The ideal candidate must possess excellent communication skills and preferably knowledge and experience navigating the Bay Area's housing and policy landscape, particularly as it relates to developing relationships with the public and non-profit housing sectors. Because of current public health guidance, this position will begin as a remote work position. If public health guidance changes, this position may require some work from our office in Oakland.

Job Duties:

- Oversee the Compliance Specialist team, including direct supervision of 2-4 rental Rental Assistance Specialists;
- Provide training and day-to-day support for Compliance Specialist staff, including individual support to problem-solve complex compliance inquiries;
- Assigning Applications to Rental Assistance Specialists using Priority metrics;
- Work with the team to design, implement, and manage the scale up and wind-down of rental assistance application processing;
- Liaising with our finance team to ensure timely disbursement of rental assistance payments, including reissued payments;
- Provide communication and updates for external Applicant questions, including

problem-solving complex compliance inquiries.

- Provide communication, updates, and technical training to various partnering processing agencies pertaining to the Emergency Rental Assistance Program;
- Maintaining and tracking data related to the project, including data on applications and disbursements
- Reviewing applications for accuracy, completeness & guideline compliance;
- Assist the team in all aspects of program delivery and additional special projects as required.

Qualifications:

First and foremost, the applicant must profoundly share Centro Legal’s mission and vision of racial, economic, and social justice. Qualifications include:

- High School diploma or GED required; Associate’s or Bachelor’s degree preferred;
- Excellent communication, outreach, and project management skills required;
- Ability to work effectively and efficiently in a remote work environment;
- Strong verbal and written communication skills and the ability to relate to and communicate with a broad range of clients and colleagues;
- Excellent word-processing and computer skills, including knowledge of Microsoft Word and Excel;
- Experience with Salesforce is a plus;
- Strong organization and time management skills; and
- Excellent interpersonal skills.

Compensation and Benefits:

The salary for this position is \$32.00 per hour, plus paid holidays and sick leave. If this position is extended beyond 90 days, the employee will become eligible for medical, dental, vision, and vacation hours.

To Apply

Review of applications will begin immediately and continue until the position is filled. Applicants should apply without delay. To apply, send a brief cover letter, resume, and list of three professional references by email to jobs@centrolegal.org, with the subject line, “Tenants’ Rights Program Manager.”

POSITION OPEN UNTIL FILLED

About Centro Legal de la Raza

Founded in 1969 and headquartered in Oakland, California, Centro Legal de la Raza (Centro Legal) is a comprehensive legal services and advocacy organization protecting and advancing the rights of immigrant, low-income, and Latino communities through bilingual representation, education, and advocacy. We combine quality legal services with know-your-rights education, affirmative litigation, and

youth development, ensuring access to justice for thousands of individuals and families each year throughout Northern and Central California.

For more information, please visit our website: <https://centrolegal.org/>

Diversity Statement

Centro Legal's mission includes advancing social, economic and racial justice. We are committed to fostering, cultivating and preserving a culture of equity, diversity and inclusion within and ensuring a workplace where all staff can flourish and grow professionally and well beyond. Our staff are the most important part of our ability to achieve our mission. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation, sustainability and our organization's success.

Centro Legal de la Raza is an equal employment opportunity employer and does not discriminate on the basis of race, color, religious creed, sex, pregnancy), gender, national origin, ancestry, citizenship, age, medical condition including genetic characteristics, mental or physical disability, military or veteran status, marital status, family responsibilities, caregiver status, sexual orientation, gender identity (including transgender status), gender expression, weight, height, linguistic characteristics (such as accent and limited English proficiency where not substantially job-related), citizenship status, status as a victim of domestic violence, sexual assault, or stalking, HIV/AIDs status, or any other basis prohibited by law. Centro Legal also prohibits discrimination based on a perception that an individual has any of the characteristics of the protected classes listed above, and further prohibits discrimination against an individual who is associated with a person who has, or is perceived to have, any of those characteristics.