JOB ANNOUNCEMENT

Position: ACHS Client Services Coordinator
Reports to: ACHS Client Services Project Manager
Bargaining Unit: No
FLSA: Non-Exempt
Type: Full Time/Temporary
Assignment Length: One year, with possibility of extension

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. As part of this effort, we administer Alameda County Housing Secure (ACHS), a collaborative that convenes and coordinates legal services providers to expand access to services and streamline coordination and referrals. ACHS services create a continuum that educates residents about their rights, provides consultations so residents know how their rights apply in their specific situation, and provides the legal resources for them to access and enforce their rights. Centro Legal is now scaling the ACHS program to build capacity and create a comprehensive safety net of services for low-income tenants, including train the trainer workshops for community-based organizations, know-your-rights education for tenants, housing case management, rental assistance, and referrals to social services, to holistically prevent displacement and ensure housing stability for Alameda County tenants. As part of this strategy, we are seeking a Client Services Coordinator to connect with community members to provide services navigation, pre-eviction assistance, conduct consultations, and identify next steps aimed to prevent displacement.

Responsibilities
- Conduct intake and assessment of individuals with a holistic approach through the peer to peer referral system, website, and by email to triage potential clients for eligibility of services. This would include coordination of internal and external referrals, assessment of potential legal issues and scheduling of consultations as needed;
- Coordinating and supporting administrative systems, including physical case file management, our peer-to-peer (P2P) referral system, and supporting remote and in-person clinics;
- Create and update know-your-rights materials;
- Provide support to client services project manager on ensuring all external partners are regularly updated and informed on housing rights;
- Conduct community outreach and create and host Know Your Rights Presentations to community members;
- Work closely with tenants’ rights staff to provide pre-eviction legal advice and brief services to Centro’s clients through regular consultations and clinics;
- Client interaction and engagement via email and phone for data and documentation collection;
● Track client intake and legal services through comprehensive data entry in Centro Legal’s database as required for grant or project reporting, and careful file management; and

● Perform other special projects and other duties as assigned by the Tenants’ Rights Directing Attorney(s), including rental assistance applications, translation of letters and other documents, social media campaigns and advocacy, and other administrative support.

Qualifications

● At least one year of experience working at a community-based organization committed to serving low-income communities, Black communities, and communities of color preferred, but not required;

● General knowledge about the housing affordability crisis in Alameda County and a desire to be part of the solution;

● Demonstrated commitment to diversity within the office and a personal approach that values all individuals and respects differences regarding race, ethnicity, age, gender identity and expression, sexual orientation, religion, ability, socio-economic circumstance, immigration status, and record of arrest or conviction;

● Fluency in Spanish is strongly preferred, but not required;

● Excellent writing, research, analytical, design, and verbal communication skills;

● Ability to work independently, effectively strategize, teach, and make recommendations for new opportunities to advance the mission of Centro Legal;

● Strong interpersonal skills;

● Strong organization and time management skills;

● Must be well organized, efficient, highly motivated, able to handle multiple tasks at once, work well under pressure, and take initiative; and

● A plus but not required: Demonstrate familiarity with Salesforce.

Compensation

This is a full time non-exempt position that is competitive and commensurate with experience ranging from $29.90-$33.41. This is a full time non-exempt position.

Benefits and Perks:

We offer a competitive and comprehensive benefits package to include: medical, dental, vision, long-term disability and life insurance.

● Medical coverage (Kaiser) will be provided at Centro Legal’s expense covering 100%, and 50% for dependents, spouses, and partners. Our alternative health plans with United Health Care at an additional premium cost.

● Additional Benefits include: Health Care FSA, Dependent Care FSA, commuter benefits, pet insurance, and Employee Assistance Plan.

● PTO: Vacation: 0-1 year 16 days per year, 1-2 year 18 days per year, Over 2 years 23 days per year, (1) paid wellness days per month, 12 sick days per year.

● Office Closure: 12 holidays + 8 work days, to include the period from December 24th through January 1st
COVID 19 Policy
Proof of completed Covid-19 vaccination to include both shots of a two-dose vaccination regimen, or one dose of a single-dose vaccine, will be required for all employees (except for reasonable accommodations due to medical and/or religious beliefs). All employees must provide HR with their vaccination QR Code by going to https://myvaccinerecord.cdph.ca.gov/.

To Apply
Review of applications will begin immediately and continue until the position is filled. Applicants should apply without delay. To apply, please send a brief cover letter, resume, and list of three professional references by email to jobs@centrolegal.org, with the subject line, “ACHS Client Services Coordinator” in the subject line.

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 is an equal employment opportunity employer and shall not discriminate on the basis of race, color, religious creed, sex (including pregnancy), gender, national origin, ethnicity, ancestry, citizenship, age, medical condition including genetic characteristics, mental or physical disability, service in the uniformed services 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, conviction/incarceration history (subject to any requirements, exceptions or limitations provided for in the Fair Chance Act or other applicable federal, state, and local law), political affiliation, Union activity, 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.