



United Tenants of Albany

A Better Place to Live

JOB DESCRIPTION – TENANT ADVOCATE

FULL-TIME

About the Position: The tenant advocate will be a member of the homeless prevention program staff at UTA. This staff person will inform tenants of their rights in NYS, complete intakes for homeless prevention services, and provide referrals and resources to other organizations/agencies as needed. The primary roles of the tenant advocate will be to return calls on the housing hotline, mediate landlord-tenant conflicts, assist tenants in collecting preliminary emergency rental assistance documents, and conduct intakes for tenants in need of assistance.

Job responsibilities include the following:

- Receive, organize, triage, and return calls on the Housing Hotline;
- Perform program intakes for the Housing Hotline and provide guidance on tenants' rights, perform crisis intervention, advocacy, and landlord/tenant mediation;
- Understand Homeless Prevention Program Services, maintain and execute internal organizational processes for tenants to be connected to services;
- Triage tenants needs during walk-in hours & schedule appointments as needed;
- Familiarize oneself with federal, state, and local tenants rights laws;
- Meet with tenants during walk-in hours and assess tenant needs;
- Receive, organize and respond to housing emergencies, triage eviction cases to appropriate staff;
- Organize and respond to imminent evictions, intervene with housing emergencies;
- Schedule appointments for tenants with a housing counselor where further assistance is needed;
- Mediate landlord-tenant conflicts while exercising trauma informed care and de-escalation techniques;
- Work closely and supportively with Homeless Prevention Program Staff in team setting;
- Maintain data entry into housing counseling reporting portals as needed;
- Collect preliminary documentation for tenants seeking emergency rental assistance;
- Participate in periodic team meetings to review and develop action plans for tenants' needs and improving services at United Tenants of Albany;
- Maintain good working relationships with housing agencies, social service providers, and community organizations;
- Provide administrative support in the preparation of community engagement projects and events;
- Assist with coordination of the Housing Hotline volunteers.

Work Hours: General 9am-5pm pm hours expected and the ability to work nights and weekends as required for staffing community events/training.

Preferred Qualifications:

1-year of experience in human service setting; Ability to respond to client's needs through a trauma-informed lens with patience and empathy; Strong computer skills, proficiency in Microsoft Excel and Microsoft Word; Effective communication & listening skills; specifically, via telephone; Ability to be



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consistently punctual and dependable; Ability to function as part of a team within a small but very busy office setting; Commitment to the goals and mission of United Tenants of Albany

Benefits & Salary Range:

- The salary range for this position is \$18.50-to-\$20 per hour, at 35 hours per week. Full-time employees are eligible for individual health, dental, and vision insurance, with coverage paid by UTA.
- If selected for the position, at hire, you will begin to accrue two weeks (10 days) of paid vacation time, 1 day (7 hours) a month of sick time, and 3 days (21 hours) personal time annually. Your accruals will be based on your anniversary date with the organization.