

Community Alliance of Tenants

2710 NE 14th Avenue, Portland, Oregon 97212

Job Description

Education Coordinator - Tenant Protections Team (APANO partnership)

Women, people of color, LGBTQ and low-income renters are encouraged to apply.

The Community Alliance of Tenants (CAT) is seeking an engaging, self-directed and dynamic individual who is passionate about housing justice and empowering tenants through tenant education. This position will be primarily helping to educate Oregon tenants through various services of our Tenant Education program in partnership with APANO (Asian Pacific American Network of Oregon). This position reports to CAT's Education Program Director. This is a full-time position (40hrs/week). Hourly wage range is \$15-16 per hour, and includes full medical and dental coverage, paid holidays and personal leave. CAT provides comprehensive and ongoing training opportunities to all employees.

About CAT: The Community Alliance of Tenants is a tenant membership organization. Low-income tenants - predominately low-wage workers, families with children, people living with disabilities, seniors, and people of color - are CAT's primary membership base. CAT is building a strong housing justice movement that is led and directed by those who are most impacted by Oregon's affordable housing crisis - low-income renters.

What are expected duties?

Tenant Education Program Support & Coordination

Renters' Rights Workshops (RRWs) - *Planning, coordinating and conducting renters' rights workshops for membership base, and other organizations.*

- Plan, coordinate and conduct renters' rights workshops in the community as well as for other agencies and organizations as directed and in coordination with staff and volunteers.
- Develop, update, maintain Renters' Rights & Responsibilities presentation as needed.
- Sign up and track participants, including outreach, reminder calls and other logistics.
- Prepare packets and update materials for workshop participants.
- Maintain and update spreadsheet of workshop attendance & other needed data.

Renters' Rights Hotline - *Providing information, strategies and support for tenants who have questions about their rights and/or are experiencing challenges protecting their rights as a renter on the hotline or in-person.*

- Making Hotline calls and in-person consultations utilizing Landlord-Tenant law and Fair Housing expertise
- Supervising Hotline shifts, including related tasks and coordination
- Training, giving feedback, and information to volunteers during shifts
- Assessing appropriate resources for each caller- completing internal referrals and external referrals
- Supporting and facilitating Hotline Volunteer trainings
- Support hotline data entry needs and supervise volunteers doing data entry
- Other duties as assigned

Letter Writing Clinics - *Empowering tenants to document and communicate effectively*

- Coordinating weekly letter writing clinics on and offsite; including outreach, reminder calls, hosting the clinic, supporting volunteers, and connecting tenants to additional resources.
- Maintaining calm demeanor with tenants who may be in crisis
- Supporting education staff in developing new sample letters
- Maintain and update tracking systems of program activities and participation

Evictions' Court Counseling - *Offering information and support for tenants facing an eviction*

Phone: (503) 460-9702 Fax: (503) 288-8416 Renters' Rights Hotline: (503) 288-0130
www.oregoncat.org

- Identify tenants who have a court date by accessing the court database systems located at the downtown courthouse. Preparing information to mail out to tenants, notifying them of our services and providing useful information
- Onsite presence at evictions court to offer information and support for tenants already in the eviction process

Safe Housing Project (SHP)- (supportive role as needed and capacity allows):

- Recruiting tenants for Safe Housing Task Force in buildings identified by SHP.
- Identifying buildings meeting SHP criteria.
- Support with organizing tenants in buildings
- Facilitating letter writing support, legal support, and government intervention if necessary.
- Outreach and reminders for Safe Housing Task Force meetings.
- Coordinating tenant meetings and other events
- Working with tenants in crisis to support negotiations

To qualify, applicants must possess the following skillset:

- Excellent writing, listening, communication, organizational and interpersonal skills
- Highly organized, detail oriented and efficient
- Self-directed, self-starter that can easily work independently as well as in a team environment
- Experience public speaking and/or providing training/workshops
- Belief and commitment to social justice and structural change
- Ability to listen, empathize and problem solve with people in crisis on the phone and in-person
- Knowledge of both Windows and Mac operating systems
- Knowledge of Microsoft Office and database systems, particularly Salsa Labs CRM and/or Service Point/HMIS systems
- Brings empathy, passion and humor to the work
- Willingness to challenge oppression in all aspects of work
- Fluency in Cantonese, Vietnamese, Russian, Mandarin or another language
- Enjoys working with diverse populations

Additional skills are a plus, however not required:

- Familiarity with or interest in Renters' Rights and Tenant Advocacy
- Familiarity with Landlord-Tenant Law
- Experience working with immigrant and refugee populations

How can I apply?

Mail or e-mail your **resume and cover letter** stating your relevant experience AND specify which partnering organization position you are applying for: SEI, APANO or IRCO or if you are applying for all three. Application process opens immediately and applications are due by **March 20th**.

Mail to: Community Alliance of Tenants
Attn: Dung Ho
2710 NE 14th Ave.
Portland, OR 97212

Email: dung@oregoncat.org

Direct your questions to Dung at the contact information above.

CAT is an equal opportunity employer. Women, people of color, LGBTQ and low-income renters are encouraged to apply.