



Daybreak Star Indian Cultural Center
 Post Office Box 99100, Seattle, WA
 98139 Phone: (206) 285-4425 Fax: (206)
 282-3640

JOB ANNOUNCEMENT

JOB TITLE:	Tenant Services Coordinator (City Dept. of Constr. And Inspect.)		
PROGRAM:	Homelessness Prevention	FLSA STATUS:	Non-Exempt
LOCATION:	Daybreak Star Indian Cultural Center	WORK SCHEDULE:	Full-time with nine-month tenure, or part-time with 12/31/23 end date, negotiable.
REPORTS TO:	HPP Program Manager	PAY RANGE:	\$25-\$26/Hr

JOB PURPOSE

The Tenant Services Project will provide outreach services to residents to educate them on tenant rights and responsibilities, through tabling at community, partner agency and UIATF events, including virtual events. We will conduct quarterly community events to promote tenant-relevant education and training; as well as provide connection to services. The project will educate and support tenants in initiating and maintaining good relations with landlords, and in troubleshooting challenges that arise in those relationships. The project will offer warm referrals to other resources such as eviction prevention, financial assistance and/or counseling to Indigenous, immigrant and refugee, and Elder populations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Connect tenants to financial or other assistance to prevent eviction, making warm referrals to resources.
- Screen calls on main intake line and make referral to appropriate program within or outside UIATF.
- Enroll vulnerable population individuals and families experiencing or facing eviction proceedings into case management as needed.
- Assist clients in developing and meeting their individual goals.
- Engage in proactive outreach, education and assistance with accessing City or other services. Partner with organizations serving tenants in focus communities who are less likely to access City and other services.
- Maintain and grow referral network with partner and government agencies, creating a document with their contact information.
- Conduct monthly community training events that educate tenants about renter protections and resources, including information re: the McKinney Vento Act and WA state landlord-tenant law; and connect tenants to services. Educate veteran, senior, and vulnerable population individuals and/or families on eviction proceedings rights to prevent housing instability. Educate and support tenants in initiating and maintaining good relations with landlords, and in troubleshooting challenges that arise in those relationships.

Provide guidance on how to deal with common issues facing renters, such as counseling, written guidance and example correspondence. Connection to financial counseling, aging and disability services and debt defense.

- Outreach at UIATF events such as UIATF Powwow and Indigenous Peoples' Day commemoration, when possible, with flexibility to attend virtual events. Outreach at cultural events, school and resource fairs hosted by organizations serving the American Indian, Alaska Native, Native Hawaiian and Pacific Islander communities when possible, with flexibility to attend virtually.
- Help clients identify specific goals that will prevent eviction and stabilize housing and create specific goals to support this
- Share warm referrals to legal partners for assistance and/or representation
- Monitor and implement file system to ensure adequate records are maintained and secured
- Maintain data collection and case records as required by the agency
- Ensure effective relationships with program participants, veteran, senior, and vulnerable population families, co-workers and collaborators
- Attend relevant agency and funder sponsored meetings
- Flexibility and availability during evening hours and/ or weekends for relevant agency and funder sponsored meetings, when necessary
- Create necessary forms and documentation relevant to objectives for clients.
- Other duties include implementing training initiatives, operational assignments, development of program procedures, and/or follow up with correspondence to funders.

QUALIFICATIONS

- Ability to work independently and as a member of a team or leading a team.
- Demonstrated ability to communicate effectively with people from different backgrounds and with diverse communication styles.
- Ability to recognize problems, assess situations, gather relevant information from a variety of sources and respond effectively to identified problem.
- Ability to impart knowledge, to speak in front of small groups, and to facilitate discussions; teaching/training experience desired;
- A strong understanding of local systems and awareness of existing resources for clients experiencing imminent homelessness.
- Experience utilizing technologies for online meetings such as Teams and Zoom.
- A strong understanding of local and state landlord-tenant laws.
- Ability to work with diverse populations, specifically the urban Native population, including knowledge of Native American history, an understanding of the diversity of the local American Indian/Alaskan Native, Native Hawaiian and Pacific Islander community.
- Successful completion of a criminal background check.
- Valid Washington State Driver's license and current auto insurance.
- Must have own reliable transportation to travel to meetings with providers, clients and events.
- Demonstrated ability to update and maintain client database and confidentiality.

EDUCATION:

- Bachelor's Degree in Human Services or a related field and/or 3-5 years' work experience preferred; but other relevant education and experience may be substituted.

AMERICANS WITH DISABILITY SPECIFICATIONS

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations

may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is not exposed to weather conditions. The noise level in the work environment is usually moderate.

Closing Date:	Submit cover letter and resume to:
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