

# Fair Housing Bilingual Advocate

## Position Description



**Purpose:** Under general direction from the Assistant Director, manages client caseload through intake and assessment, for English and Spanish speaking clients, and is responsible for database maintenance of all records and development of reports for all cases and services provided by program.

### Essential Functions

- Serves as first point of contact for all clients, including Hispanic clients, who contact the Center, and conducts a fair housing assessment on every contact.
- Assesses, counsels, and refers clients according to program guidelines, including providing direct assistance as needed to Spanish speaking clients referred by other FHAS program areas.
- Maintains fair housing database(s) to ensure accuracy of all records and timeliness of updates by other staff members. Responsible for monthly and quarterly database reports as required or requested by the Program Director or Assistant Director.
- Maintain and process cases in adherence to federal, state, local and program policies and procedures.
- Assists with training of other program personnel in methods of record keeping and client intake to enhance overall program delivery and ensure appropriate data is being recorded.
- Enhances public relations within the community to promote program awareness and interest, including translation of FHAS brochures and other materials as needed to ensure positive relations with the Hispanic community. Fosters the development and maintenance of good working relationships with clients, other agencies, and co-workers.
- Appears at office and/or field assignment on time and on a regular basis. Normally works all required hours. Reacts to change productively and performs other duties as assigned.

### Qualifications

- Bachelor's degree or equivalent experience in one or more of the following: education, human services, communications, computer technology, business or related field. Extensive knowledge of fair housing guidelines and regulations is preferred.
- Excellent bilingual skills in both Spanish and English.
- Excellent communication skills (both written and verbal). Computer literacy required including database, word processing, inter-net communications, and spreadsheet programs.
- Demonstrated ability to ensure accuracy of records and professional delivery of program services, and work independent of direct supervision.

### Certification, registration, or license

- State license and/or professional certification as required by Center policies and funding sources, when appropriate.
- I have read the position description and understand the defined responsibilities and qualifications.