



Whatcom Dispute Resolution Center

whatcomdrc.org | 206 Prospect Street Bellingham, WA 98225 | 360.676.0122 | TTY: 800.833.6388

Position Title: Housing Stability Intake Specialist

Employment Status: .75 FTE; non-exempt, benefited

Benefits: Medical, Dental, Vision coverage, EAP, 401k, 13 paid holidays, paid vacation and sick leave, professional development opportunities, flexible schedule with opportunity for partial remote work.

Reports to: Mediation Program Manager

Starting Wage: \$18.50 per hour

To apply: Email cover letter, resume, and 3 references to Jaina Gemin, Search Coordinator at jaina@whatcomdrc.org, with the subject header "HSIS Application - Applicant Name". *Open until filled; first review of applications January 3rd, 2024.*

Who we are: The WDRC is a 501(c) 3 nonprofit, operating in the ancestral lands of the Coast Salish Peoples. With a vision for Whatcom County to be a community in which people approach conflict in creative and healthy ways, and a mission of providing and promoting constructive and collaborative approaches to conflict, we integrate the values of kindness, impartiality, empowerment, collaboration, communication, equity, diversity, sustainability, and integrity across our organization.

Working Conditions: The WDRC continually strives to provide a supportive, healthy, and productive work environment. Every staff member plays an active role in contributing positively to our organizational culture. Staff serve the public through a variety of programming in public and private spaces. Given the nature of the WDRC's mission and services, the possibility of exposure to escalated emotion and offensive language from the public exists. The WDRC expects staff to respond to these instances with diplomacy, tact, and compassion.

Position Description: The Intake Specialist position serves an integral role within the WDRC, providing direct services at the heart of the WDRC's mission and vision. The Intake Specialist serves as an ambassador of the WDRC's values and interacts regularly with clients, fellow staff, and community partners. A key member of the mediation team, the Intake Specialist is able to work autonomously, and contribute collaboratively, to ensure the provision of high quality Housing Stability services. The position includes a combination of administrative and direct service tasks. An ideal candidate will bring a thoughtful approach to working with the public, be highly skilled in listening deeply and compassionately, and will share a strong belief in the mission of the WDRC, enthusiastically embracing the opportunity to work with our team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conduct client intake process
- Open, track, and close-out cases (client communication, data entry, adherence to WDRC systems)
- Screen for program eligibility, alignment with our offered services, and risk management
- Connect tenants, landlords and other clients to civil legal aid resources, rent assistance programs, and other resources to support resolution of housing issues
- Collaborate with and support full Housing Stability Team
- Work closely with Case Managers(s) and Program Manager to track cases, prepare clients for phone conciliation, and manage the Housing Stability caseload
- Collect program data (quantitative and qualitative) for reporting and tracking purposes
- Conduct administrative duties such as answering calls, typing, filing, word processing, and data collection
- Support community outreach efforts
- Provide support to the Mediation Program Manager and mediation team to ensure overall success of mediation program

- Occasionally assist with other organizational tasks as requested and shared staff responsibilities

REQUIRED QUALIFICATIONS, SKILLS AND ABILITIES

- Familiarity with and belief in mediation and alternative dispute resolution
- Ability to be neutral and nonjudgmental
- Excellent verbal and written communication skills
- Ability to convey a high level of professionalism, warmth, and compassion
- Strong listening skills and ability to process and synthesize large amounts of information often from emotionally escalated people
- Resilience to emotionally charged conversations
- Highly organized, attentive to detail, and capable of managing complex information
- Ability to track data and stay up to date with correspondence and sequential program implementation steps
- Strong time management skills and ability to successfully adhere to externally prescribed deadlines
- Patience, flexibility, and sense of humor
- Ability to work in a collaborative environment and also successfully work independently
- High proficiency with technology including Excel and Microsoft Word
- Ability to work remotely and effectively navigate virtual platforms such as Zoom and DocuSign
- BA or combination of AA and commensurate experience

Preferable Skills:

- Experience working with and/or understanding of housing related issues
- Bilingual/bicultural applicants strongly encouraged