



Housing Initiative Partnership, Inc.

## POSITION DESCRIPTION

<b>JOB TITLE:</b>	<b>Bilingual Tenant Outreach Assistant - Prince George's County</b>
<b>DEPARTMENT:</b>	<b>Housing Counseling</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>REPORTS TO:</b>	<b>Community Outreach Specialist</b>
<b>SUPERVISES (DIRECT):</b>	<b>None</b>
<b>REVISED:</b>	<b>June 9, 2021</b>

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### ABOUT HIP:

Housing Initiative Partnership is an innovative, green nonprofit developer and counseling agency dedicated to revitalizing neighborhoods. HIP creates housing and economic security for low- and moderate-income households and provides services that improve the quality of life in the communities we serve.

HIP has offices in Hyattsville, Germantown and Gaithersburg, MD. During the COVID-19 pandemic, the Tenant Outreach Assistant may have limited on-site office hours and limited in-person appointments. Some remote work from home may be required.

### POSITION SUMMARY:

The Bilingual Tenant Outreach Assistant is a temporary, part-time position, approximately 8-12 weeks. The new hire will assist HIP's Community Outreach Specialist in conducting in-person outreach in English and Spanish to provide assistance to renters struggling to pay their monthly rent due to financial challenges.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Engage in direct outreach to targeted apartment communities, food distribution sites and other events to distribute flyers and engage in door-knocking to educate tenants.
- Maintain an understanding of the eligibility criteria of all governmental and non-governmental resources and protections available to assist renters to avoid eviction.
- Ensure all client data is protected and ensure that all case activities and outcomes are well documented in relevant databases.
- Provide excellent customer service to clients by responding to all inquiries in a timely and with appropriate assistance, including respond to calls from renters at risk of eviction, answering questions, and directing caller to appropriate HIP staff for additional individual counseling or assistance.

- Use personal vehicle to perform above-described duties. Maintain accurate mileage logs for HIP reimbursement.
- Provide monthly reports to Supervisor.
- Participate in weekly Housing Counseling staff meetings and be prepared to provide updates on activities performed and outcomes achieved.
- Other administrative duties as assigned.

**QUALIFICATIONS, KNOWLEDGE & SKILL REQUIRED:**

- Two years of related college-level coursework, OR high school degree plus two years professional experience related to housing, landlord/tenant issues, social services, or related field.
- Bilingual fluency in English and Spanish, verbal and written, is required
- Excellent written and oral communication (including phone) skills.
- Strong attention to detail and advanced problem-solving skills.
- Self-starter and deadline driven.
- Professional, well organized and able to handle a variety of duties simultaneously.
- Positive attitude and excellent customer service skills.
- Proficiency in the Microsoft Office Suite.
- Ability to receive and apply constructive feedback.
- During the COVID-19 pandemic, the Tenant Outreach Assistant may have limited on-site office hours and limited in-person appointments. Remote work from home may be required.

**ADA SPECIFICATIONS:**

This position requires local travel within Prince George's County.

**SALARY AND BENEFITS:**

\$20/hour. College students are encouraged to apply, and will receive internship credit and recommendation letter.

**HOW TO APPLY:**

Please email a cover letter and resume to Mary Hunter, Director of Housing Counseling at mhunter@hiphomes.org. NO PHONE CALLS.

Housing Initiative Partnership is an equal opportunity employer and does not discriminate against any applicant or employee because of race, color, religion, sex, national origin, disability, genetic information, age, or military or veteran status in accordance with federal law. In addition, HIP complies with applicable state and local laws governing non-discrimination in employment in every jurisdiction in which it maintains facilities. HIP also provides reasonable accommodation to qualified individuals with disabilities in accordance with applicable laws.