

Job Description
Tenfold
Housing Rights & Resources Center
Equal Opportunity Employer (EOE)

Job Title: Mediation and Intake Specialist

Date of last Revision: February 2022

A. Essential Functions – Mediation

1. Work with York Rental Stability Network Manager to establish need for mediation services and process requests for mediation through the YRSN program.
2. Assist landlords and tenants with resolving disputes, including, but not limited to: payment of rent, Implied Warranty of Habitability, Lease Terms, and Covenant of Quiet Enjoyment
3. Ensure that a written agreement regarding the mediation is completed and distributed to all parties and stored securely in Tenfold's files.
4. Complete and track follow-up's with all parties, 1 week, 2 weeks, 30 days and 90 days after the mediation agreement
5. Track data and outcomes through consistent program reporting.

B. Essential Functions-Intake

1. Respond to Tenants, Landlords, Property Managers, Community Members, Social Service Organizations, and Municipal Officials who reach out inquiring about Fair Housing, or Landlord and Tenant rights and responsibilities from York and Adams Counties and directly them appropriately.
2. Assess inquiries regarding potential violations of the Fair Housing Act and PA Landlord Tenant Act.
3. Assist clients with technical assistance in filling out Fair Housing Complaint Forms.
4. Learn YRSN requirements and occasionally participate in marketing for this program.
5. Assist on fair housing workshops and outreach on variety of topics to multiple audiences, including but not limited to housing providers, tenants, and social service providers in York and Adams counties.

Other Functions

1. Participate in staff meetings and training. (Overnight travel may be required for some training)
2. Represent Tenfold at community meetings when requested.
3. Maintain required certifications.
4. Perform other tasks assigned by the YRSN Program Manager or the Director of the Housing Rights and Resources Center

C. Mediation and Fair Housing Certifications required within 3-18 months from hire date (subject to change)

1. Conflict, Communication & Culture Training through Advoz Mediation
2. Basic Mediation Training through Advoz Mediation
3. Fair Housing specialist Training through National Center for Housing Management

D. Supervision Exercised

None.

E. Supervision Received

Responsible to the York Rental Stability Network Program Manager. Additional supervision and guidance will be provided by the Director of the Housing Rights and Resources Center

F. Minimum Knowledge, Skills and Abilities

1. A Bachelor's degree in housing, finance, social work or a related field is *preferred*, or a 2 year degree in counseling, finance, business or related field. 2+ years of relevant Job Experience may be considered in lieu of degree.
2. English fluency required, bi-lingual Spanish strongly preferred.
3. Strong organizational and time management skills.
4. Excellent communication skills, including writing, speaking, and listening skills.
5. Computer-literate, with good knowledge of Microsoft Office applications.
6. Sensitivity to cultural and socioeconomic characteristics of the client population served.
7. A commitment to empowering others to resolve their own challenges and a conviction about the capacity of people to grow and change.
8. Ability to establish a respectful relationship with clients to help them enhance skills and confidence.
9. Capacity to maintain a helping role while setting appropriate limits.
10. Ability to work collaboratively with other staff and service providers.

G. Requirements

1. Full time, 40 hours per week. Occasional evenings and weekends as needed
2. Reliable and legal personal vehicle (Inspected and insured) and an active valid driver's license
3. Willingness to travel to meet clients in York and surrounding counties as needed

H. Classification

This position is classified as non-exempt from overtime and compensation is paid on an hourly basis.

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tenfold.

Signature of Employee _____

Date _____