



Tenant Advocate Job Description

Job Title: Tenant Advocate

Reports to: Director of Tenant Advocacy

FLSA Status: Non-exempt

Hours: Full-Time. Flexible schedule. Occasional evenings and weekends.

Compensation: \$40,000 - \$45,000 with benefits.

Summary: Housing Opportunities Made Equal of Greater Cincinnati (HOME) seeks a Tenant Advocate to provide clients information on housing rights under the Ohio tenant-landlord law and fair housing laws. The position is responsible for working directly with clients experiencing housing issues, assisting with school-based services, and for developing and conducting outreach events to increase knowledge of housing rights and HOME's services to vulnerable populations.

Duties and Responsibilities:

1. Maintain knowledge of Ohio Landlord-Tenant Law, fair housing laws and local building codes.
2. Assist tenants who live in substandard housing or are in danger of losing their housing by intervening with landlords, getting essential repairs made, helping them access emergency rental or utility funding if needed, and other advocacy on tenant rights.
3. Develop and maintain good working relationships with non-profits, social service agencies, churches, schools, and other community organizations to build trust and connections to populations experiencing housing instability.
4. Conduct outreach events and trainings to let tenants know of HOME's services. Requires frequent, local travel.
5. Maintain close collaborative relationships with Legal Aid and with HOME client services staff to ensure that clients are referred for legal representation or fair housing assistance when appropriate.
6. Work in close collaboration with HOME's Tenant Advocacy team to keep up-to-date referral information on emergency rental and utility funding, on municipal building and inspection departments, and other services to assist tenants.
7. Enter accurate information into HOME's client database and provide written activity reports on a weekly basis.
8. Regularly attend HOME staff meetings.
9. Perform other job-related duties as assigned.

Qualifications:

- High School diploma required; college degree preferred.
- Strongly prefer candidates that are bilingual Spanish and English.
- Must have a strong understanding of greater Cincinnati housing issues in frontline & marginalized communities.
- Ability to relate to individuals and families who are from a variety of backgrounds.
- Strong interpersonal, verbal communication, and writing skills.
- Strong commitment to Fair Housing, civil rights, diversity, inclusion and equity standards.
- Proficiency in MS Office including Word, MS Mail/Exchange, Excel, PowerPoint, and the Internet.
- Must be able to regularly travel to locations around the Greater Cincinnati area (Hamilton, Butler, Clermont Counties).
- Must possess and maintain a valid driver's license and car insurance.
- Must be available evenings and weekends as required for events.

Language Skills. Ability to read, analyze and interpret common financial reports, legal documents or technical journals. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information to top management, public groups, and/or boards of directors.

Mathematical Skills. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills. To perform this job successfully, an individual should have basic office computer skills.

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 regularly required to sit; and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms. Specific vision abilities required by this job include close vision.

Work Environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Equal Opportunity Employer: All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability or veteran status. HOME supports affirmative action and is an equal opportunity employer.

Salary and Benefits: \$40,000 - \$45,000, depending on experience. HOME provides health, vision and supplemental insurance, retirement benefit match, paid holidays, vacation, and personal leave.

How to apply: Please send a resume and cover letter. Submit materials to Janet Brown, Director of Tenant Advocacy, at janet.brown@homecincy.org and include "Tenant Advocate" in the subject line. No phone calls. Applications will be accepted on a rolling basis until position is filled.

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