



LOUISIANA FAIR HOUSING ACTION CENTER

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Intake Specialist

The Louisiana Fair Housing Action Center (LaFHAC) seeks an Intake Specialist to support LaFHAC's New Orleans-based team. LaFHAC is a non-profit organization that seeks to eradicate housing discrimination, an illegal and divisive force that perpetuates poverty and segregation, and limits opportunity. LaFHAC was established in 1995 and is the only full-service fair housing advocacy organization in Louisiana. LaFHAC addresses housing discrimination by 1) educating housing consumers and providers about their rights and responsibilities to proactively prevent violations of the Fair Housing Act; 2) investigating fair housing violations; 3) challenging discriminatory housing practices and policies through litigation; 4) advocating for new policies that promote equitable housing; and 5) counseling homeowners facing foreclosure.

Responsibilities included, but are not limited to:

The Intake Specialist's essential responsibilities will include:

- Screen requests for legal assistance, including answering phones, conducting initial client interviews, and obtaining documents relevant to intake
- Maintain full and accurate case files
- Maintain databases and case management software, including generating reports as needed for grant reporting purposes
- Assist with the preparation of legal documents, including photocopying and assembling documents with attachments for filing and mailing
- Perform day-to-day administrative support work for attorneys as needed. Note: candidates should expect that 4 days per week will be spent conducting phone and/or in-person intake interviews, and 1 day per week will be spent completing administrative and support tasks



- Open and route all office mail
- Safeguard clients' security and confidentiality
- Work as part of a team to support the mission and goals of the organization and programs
- Other duties as assigned.

Please note: LaFHAC's staff continues to work remotely due to the ongoing COVID-19 pandemic. While the Intake Specialist will initially work remotely as well, **the position will require in-person tasks** such as: picking up or dropping off client documents, checking mail, and other in-office administrative tasks. **The successful candidate should expect to work in LaFHAC's office at least two days per week.**

Qualifications:

The ideal candidate will be detail-oriented and highly organized, efficient at office and administrative tasks, able to complete assignments and manage duties on time with minimal oversight. In addition, the ideal candidate should have excellent interpersonal skills, strong writing and reading comprehension ability, excellent computer skills, including proficiency in Microsoft Word, Excel and Adobe Acrobat, and possess strong proofreading and document formatting skills. Familiarity with electronic case management systems is a plus.

Two years of experience working in an office environment is preferred. Prior experience in fair housing and/or other civil rights organizations is highly desired, but not required. A commitment to civil rights work is essential. Bilingual ability (Spanish/English) is required.

Compensation

The salary range for this position is \$45,000-\$50,000. Placement on the pay scale is based on the following factors: years of relevant work experience; relevant undergraduate degree (or higher) or certification received; bilingual language skills; and connections to the community.

LaFHAC's benefits include:

- 100% employer-paid medical insurance with available dental and vision coverage
- Flex spending account
- 401(k) with employer-matched contributions
- Paid vacation
- Paid parental leave

How to Apply:

The position is open until filled. Please email a resume and cover letter explaining your interest in the position to resumes@lafairhousing.org with the subject line

“Intake Specialist.” All correspondence should be addressed to Legal Director Sarah Carthen Watson. **Please note: due to the expected volume of submissions, we will not be able to return emails or phone calls about specific applications.**

LaFHAC is an Equal Opportunity Employer. LaFHAC values diversity and inclusion in the workplace because it enhances the work we do, reflects the communities we serve, and embodies the values we further and defend. Candidates of all backgrounds are welcome.