



JOB ANNOUNCEMENT

ERAP Intake Specialist

Job Title: ERAP Intake Specialist
Reports to: Director of Family Services
FLSA Status: Non-exempt, Temporary, Full-time: \$17.50/hr, 40hrs/wk
Deadline to Apply: April 30, 2021
Expected Start: May 17, 2021
Job Ends: December 2021

SUMMARY: Reporting to the Director of Family Support Services (FSC) and Tenant Stability Advisor (TSA) Manager; the ERAP Intake Specialist provides advocacy and support services for low-income youth and families as part of the Wilshire Family Source Center. The aim of the ERAP Intake Specialist is to provide emergency assistance to pre-qualified families from **April 2021 to December 2021**. The ERAP Intake Specialist will engage approximately 40 - 60 families daily, checking eligibility and collecting vital information for the project.

ESSENTIAL JOB ACTIVITIES AND RESPONSIBILITIES: The essential job activities 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.

- Screens documents for L.A City's ERAP (Emergency Rental Assistance Program) as clients come to the FamilySource Center
- Coordinate emergency assistance to a minimum of 40, pre-qualified families daily
- Provides intake/assessment for individuals and their families
- Verify all documentation and submit to platforms in timely manner
- Ability to determine rent amount due and assess for program qualifications
- Upload required documentation into the ERAP system and maintain a copy of eligibility documents in the clients file for all clients
- Input and update case notes on BitFocus – data entry system
- Entering data and track the status of ERAP applications and any other program follow up
- Contact clients via phone for intakes and other appointments
- Contact landlords and management companies as needed
- Work closely with Tenant Stability Advisor on housing opportunities
- Collaborate with FSC staff and refer ERAP clients to other FSC services and Bresee programs
- Work with immigration, financial counselors, and housing partners
- Participate in weekly meetings with FSC Director and TSA Manager to debrief progress on caseload and troubleshoot challenges that arise.
- Maintain accurate records in Bresee and program-specific client databases and provide documentation and/or prepare periodic program reports as required.
- Participate in FSC team meetings and events, staff meetings, and other Bresee, collaborative partner or community meetings as requested.
- Assist with Bresee activities and events as requested.

EDUCATION/EXPERIENCE/QUALIFICATIONS: The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Must hold a minimum of AA degree from an accredited college or university.

- Must be bilingual in Spanish and/or Korean, proficient in speaking, writing, and reading.
- Demonstrate computer competency with Microsoft Office tools including Word, Excel, PowerPoint; Google applications and email applications; and database systems.
- Have experience working with urban youth and families, demonstrate sensitivity to multicultural issues, and be comfortable working in multicultural, urban environment.
- Must have excellent English verbal and written communication skills.
- Must have outstanding teamwork, interpersonal relationship, and active listening skills.
- Must possess excellent customer service skills, including the performance of duties in a tactful and professional manner.
- Must have good organizational and time management skills.
- Able to set priorities and organize daily workload to meet deadlines, program goals, and requirements.
- Be highly organized, with attention to detail and accuracy.
- Able to efficiently process multiple projects at a time without sacrificing the quality of work.
- Demonstrate flexibility when new assignments or changes are introduced.
- Able to work independently but also function effectively as part of a team.
- Able to follow directions and work well with others.
- Be self-motivated, reliable, and function as an active team player.
- Be a collaborative problem solver.
- Able to take initiative with minimal supervision.
- Able to exercise good judgment, discretion, and confidentiality when interacting with clients.
- Able to clearly articulate Bresee's message and program-specific information.
- Must support Bresee's procedures and policies.
- Must follow program-specific requirements and policies.
- Must submit to and successfully pass a criminal history background check.
- Must understand and support Foundation's *Vision, Mission, and Values Statement*.

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 frequently required to sit, stand, walk, bend, lift and carry objects, and drive. Job requires frequent verbal and written communication. Computer, telephone, copier, and fax use are required.

WORKING LOCATION: Location is based on a percentage of where work time is spent.
 \In office 75%, out of office 25%. Indoors 95%, outdoors 5%.

HOURS AND BENEFITS: Non-Exempt/Full-time, Temporary position that will start in May 2021 and end in December 2021. Occasional weekend and evening hours will be necessary. Position has no benefits except those required by law.

TO APPLY: Submit/email cover letter and resume to jobs@bresee.org by April 30, 2021 with the Subject Line: ERAP Intake Specialist

Bresee is an equal opportunity employer committed to a diverse and inclusive workforce. In addition, the organization will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the Los Angeles Fair Chance Initiative for Hiring.