

# **JOB DESCRIPTION**

Tenfold

**Job Title: Director, Housing Rights and Resources Center (HRRC)**

**A. Basic Function:** The Director of the Housing Rights and Resources Center (formerly Housing Equality & Equity Institute) leads efforts that ensure civil rights in housing throughout this community. The individual achieves this by building strong relationships with residents, governments, community benefit organizations, and businesses, identifying barriers to equal housing opportunity, and empowering stakeholders to create tools, processes, and resources that result in fair housing choice for all people served.

**B. Essential Functions**

1. Manages activities and programs of the HRRC in collaboration with other staff, including the Community Rental Equity Fund, the Rental Advantage Course, the York Rental Stability Network, Section 811 PRA, and Housing Location Services.
2. Provides education and outreach on fair housing and landlord/tenant law through training, technical assistance and publications to a broad audience, including: real estate agents, housing manager, municipal officials, local government employees, landlords, tenants, social service providers, and media connections.
3. Creatively promotes fair housing education and rental education to residents throughout our community.
4. Empowers individuals to create and sustain equitable housing opportunities. Provides information and oversees the response to all housing discrimination complaints received at Tenfold.
5. Provides technical assistance to individuals desiring to file a housing discrimination complaint with HUD or PHRC.
6. Works with local disability organizations to explore the creation of housing opportunities that will increase housing options for this population.
7. Works with local immigrant and resettlement organizations to ensure that fair housing rights are understood and accommodated for these populations.
8. Ensures that Tenfold and its partners' actions, policies, and implementation comply with fair housing laws.
9. Remains informed of developments in federal state, and local housing laws, regulations, guidelines, court cases and research. Disseminates information to colleagues, partners housing providers, and residents.

10. Communicates/interacts effectively and appropriately in front of large groups of people as well as one-on-one settings. Represents Tenfold in a professional and positive manner at all times to clients, representatives of housing, real estate, and related industries, staff, volunteers, testers, colleagues, Board of Directors, etc. Handles sensitive issues with tact, professionalism and confidentiality.
11. Serves as the chair of the HRRC Collaborative, through which stakeholders and the community are engaged.
12. Convenes the Eviction Prevention Network, ensuring clear communication among partners and that eviction prevention services are targeted equitably.
13. Participates in community events and meetings that benefit the promotion of the HRRC and Tenfold as a whole.
14. Maintains complete and accurate records of all activities related to various job duties and assignments and produce reports on such activities as may be required by Tenfold, funding agencies, and others.
15. As appropriate, works to integrate efforts with all Tenfold staff.
16. Other duties as assigned.

**C. Supervision Exercised:** Oversees Fair Housing Outreach Manager, York Rental Stability Network Manager, Intake Specialist, Housing Locator, and Mediation and Counseling Specialist

**D. Supervision Received:** Responsible to the Chief Impact Officer

**E. Minimum Knowledge, Skills, and Abilities**

1. Bachelors degree with minimum 3 years of experience in related experience in fair housing, landlord/tenant or rental housing regulations, community and economic development, or a mix of education and experience.
2. Must have ability to work independently, yet within an organizational setting; excellent written, verbal, and interpersonal skills, the ability to remain objective and interact effectively with persons in stressful and/or sensitive situations.
3. Strong aptitude for program evaluation and data tracking.
4. Excellent communication skills, both interpersonally and in a group setting.
5. Demonstrated high proficiency and experience in all computer functions, especially Excel, Word, Powerpoint, Outlook, and Teams required, and willingness to learn client management software systems
6. Demonstrated ability to prioritize and work flexibly and efficiently – producing high quality work and meeting deadlines.
7. Sensitivity to cultural and socioeconomic characteristics of populations served
8. Ability to work collaboratively
9. Capacity to maintain confidentiality and appropriate professional boundaries
10. Ability to speak Spanish preferred.

11. Commitment to Tenfold's Core Values:

- We Value Empowerment
- We value Innovation
- We Value Integrity
- We Value Diversity, Equity and Inclusion
- We Value Teamwork

**F. Time Requirements**

This is a regular full time position working at least 40 hours per week. Routine evening and weekend hours may be necessary to reach key audiences and complete core program activities.

**G. Classification:** This position is classified as exempt from overtime, and compensation is paid on a salaried basis.

**H.** 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.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Equal Employment Opportunity*

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.