

## **Six Rivers Dispute Resolution Center Eviction Resolution Specialist Job Description**

**Date:** April 27, 2021

**Position Title:** Eviction Resolution Specialist

**Reports to:** Executive Director

**Evaluated by:** Executive Director

**Wage Range:** \$20 per hour

**Position Start date:** As soon as possible

**Status:** FTE (40 hours/week), non-exempt, non-benefited (subject to change)

**About Six Rivers DRC:** Six Rivers is a 501(c)3 organization that serves a 7-county region of the Mid-Columbia, in Hood River, Wasco, Gilliam, Sherman, and Wheeler Counties in Oregon and Skamania and Klickitat Counties in Washington State, as well as the entire state of Oregon through the federal USDA grant. Six Rivers delivers quality mediation, facilitation, and conflict resolution training.

*Six Rivers seeks to recruit persons of diverse backgrounds with priority on communities served by the organization, and to support and nurture their retention and advancement within the organization. We are deeply committed to continuing to foster a workplace culture inclusive of all people. This means inclusivity in race, ethnicity, national origin, gender identity, sexual orientation, socio-economic status, veteran status, marital status, age, disabilities, political affiliation, and religious beliefs, as well as in cultural backgrounds, life experiences, thoughts, and ideas. Our commitment to justice and diversity also means providing a work environment that is welcoming, respectful, and engaging.*

**Position Summary:** The eviction resolution specialist (ERS) provides early interventions that prevent housing loss to ensure housing stability in Klickitat and Skamania Counties. This is part of the Eviction Resolution Program (as passed in 2021 through SB5160), which is a statewide effort in Washington to resolve past due rent issues between tenants and landlords and to help prevent the filing of eviction cases in court, where reasonable repayment plans might be negotiated in lieu of eviction. The ERS will collaborate and support local partners, including rental assistance staff at Washington Gorge Action Program and civil legal aid by the Northwest Justice Project. The ERS is responsible for managing a variety of different tasks: intake and scheduling, outreach, conciliation, mediation, and data collection via a Kintone database system. The ERS serves as an ambassador of Six Rivers DRC's values and interacts regularly with clients, fellow staff, community partners, and volunteers. A key member of the mediation team, the ERS can work autonomously, and contribute collaboratively, to ensure the provision of high-quality services. This position is grant-funded and dependent on continued funding.

### **PRIMARY DUTIES**

- Provide information and conciliation services to tenants and landlords to help them resolve disputes.
- Schedule and conduct conciliations for landlord-tenant disputes to support eviction prevention.
- Provide referrals, talking through possible next steps when mediation is not an option.
- Assist tenants and landlords in completing application forms for rental assistance.
- Assist housing providers in following Eviction Resolution Program processes.
- Refer tenants and landlords to external resources such as legal aid and human services.
- Track case details and demographic information.
- Maintain strict confidentiality of client information.
- Attend required training and continuing education provided by the center and program partners (72 hours in total).
- Use active listening techniques and conflict resolution skills to assist parties.
- During the program ramp-up, and in coordination with the Executive Director and Program Manager, assist in the development and implementation of a new Eviction Resolution Prevention Program to

align with standards, expectations, Washington state legislation, landlord-tenant law, and recent state eviction moratorium proclamations.

### **REQUIRED QUALIFICATIONS**

- Confident telephone demeanor and strong verbal and written communication skills.
- Comfortable working with a high volume of client interaction on the telephone and via email.
- Ability to work with clients experiencing trauma or crisis.
- Ability to stay neutral and unbiased working with both landlords and tenants.

### **PREFERRED QUALIFICATIONS**

- Strong interest in mediation or conflict resolution (Six Rivers and/or partners will provide training).
- Ability to work remotely, independently completing assigned tasks in a timely manner.
- Working knowledge of computers, Zoom, Microsoft Office 365, and experience with database use.
- Familiarity with affordable housing and landlord-tenant law in Klickitat and Skamania Counties.
- Multi- or bi-lingual fluency.
- Ability to interpret and implement legislation for program development.
- Model humility and mastery simultaneously – the DRC is an organization that asks people to be willing to continue to learn (to know and to not know). Be curious, willing to learn and willing to offer guidance or perspective from DRC best practices.

Veterans, people from different cultural backgrounds, and people who have experienced housing insecurity or homelessness are highly encouraged to apply.

**To apply:** Please send an email a cover letter, resume, and 3 professional references to Nicolía Mehrling, Program Manager at [outreach@6rivers.org](mailto:outreach@6rivers.org). Please include ERS Application in the subject line. Position open until filled. Applications received by May 4th will receive priority consideration.