



## Intake Coordinator

The ERC is a civil rights organization that identifies and seeks to eliminate unlawful and unfair discrimination in housing, employment, and public accommodations in its home community of Greater Washington, D.C. and nationwide. The ERC's core strategy for identifying unlawful and unfair discrimination is civil rights testing. When the ERC identifies discrimination, it seeks to eliminate it through the use of testing data to educate the public and business community, support policy advocacy, conduct compliance testing and training, and, if necessary, take enforcement action.

The ERC is looking for a professional with strong advocacy and communication skills to be the Intake Coordinator. The Intake Coordinator will report directly to the Fair Housing Rights Program Manager and will be responsible for conducting intakes, advocating on behalf of individuals alleging discrimination in housing and public accommodations, and providing intake related information to other program staff to inform testing and other types of investigations. The ERC is currently exploring expanding its intake program to accept some types of employment related intakes, which would also fall under the purview of this position.

### Specific Duties:

- Coordinating and reporting on the ERC intake program.
- Engaging in advocacy efforts on behalf of individual complainants, including drafting and submitting advocacy letters as well as requests for reasonable accommodations and/or modifications on behalf of ERC clients.
- Conducting intake interviews with potential clients and engaging in follow-up communication with clients as necessary.
- Assisting complainants with administrative discrimination complaints with local, state, and/or federal agencies.
- Serving as the representative for complainants during the complaint process at local, state, and/or federal agencies.
- Answering the ERC's general phone line and email and providing appropriate information and referrals to contacts.
- Coordinating, conducting, and reporting on community-based education and outreach activities, including know-your-rights presentations, tabling events, and intake clinics.
- Providing support to the ERC's programs in investigating individual and systemic complaints of discrimination, including flagging intakes that would benefit from testing for other ERC program managers.
- Monitoring discriminatory advertising and engaging with housing providers in order to address discriminatory statements.
- Assisting to maintain the ERC's relationships with a broad array of aligned fair housing organizations, community-based organizations, housing professionals, and government agencies as they relate to ERC programs at the direction of program managers.
- Conducting research, including property records and corporate filings.

- Compiling information for reports and publications.
- Other duties as assigned.

**Qualifications:**

- 1 - 2 years of experience providing advocacy or case management to clients;
- A bachelor's degree from an accredited institution or equivalent experience;
- Demonstrated commitment to civil rights;
- Strong critical thinking and analytic skills;
- Excellent organizational and time-management skills;
- Proven ability to simultaneously work on multiple projects and meet strict deadlines;
- Excellent written and verbal communication skills;
- Experience and proficiency interacting effectively and compassionately with diverse people from different backgrounds and with differing abilities;
- Comfortable working in a fast paced, high-demand environment, with lots of change and team collaboration required;
- Experience with trauma-informed care or client-centered services preferred;
- Proficiency with basic office technology, including Microsoft Office.

**Salary and Benefits:**

The salary range for this position is \$45,000-\$54,999. Where a candidate lands in this range will be commensurate with experience. The ERC offers a generous benefits package that includes health insurance, life insurance, paid leave, and other competitive benefits.

**Application Procedure:** Please e-mail a cover letter and resume to [employment@equalrightscenter.org](mailto:employment@equalrightscenter.org) using the email subject line "Intake Coordinator".

**Application Deadline:** The position is open until filled, but we will begin reviewing submissions and offering interviews as appropriate beginning the week of July 18th.

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The Equal Rights Center is a barrier, drug and smoke free workplace.**