

December 20, 2021

Job Announcement

Housing Intake Specialist Mobilization for Justice

Mobilization for Justice (MFJ), a non-profit legal services organization that provides a wide range of free civil legal services to low-income New Yorkers, is seeking a Housing Intake Specialist to work with a team of lawyers and paralegals to preserve decent and affordable housing for poor and working poor tenants through eviction defense, affirmative litigation, anti-harassment work and policy advocacy. The Specialist will be part of a team that represents tenants in Manhattan, Bronx, and Brooklyn Housing Court, state Supreme Court, federal court, and administrative proceedings.

MFJ's mission is to achieve social justice, prioritizing the needs of people who are low-income, disenfranchised or have disabilities. We do this by providing the highest quality direct civil legal assistance, conducting community education, building partnerships, engaging in policy advocacy, and bringing impact litigation. MFJ is a 140+ person organization comprised of attorneys, paralegals, social workers, support staff, and other professionals. It is a diverse, unionized, and collegial workplace.

The Specialist will work closely with and be supervised by a Supervising Attorney who coordinates intake, along with Managing Attorneys and the Director of Housing Litigation. Intake support encompasses a wide range of duties directed toward ensuring the smooth functioning of the housing practice's intake processes whereby MFJ staff meets (virtually, telephonically, and in person) and interviews potential clients to provide advice, counsel, and/or representation to tenants in landlord/tenant matters. The ideal candidate will be tech savvy, highly organized, systems-oriented, confident, and a team player.

Responsibilities may include, but are not limited to:

- Engaging with colleagues, courts, funders, and other stakeholders at all points of the intake process, including scheduling, assignments, referrals, and reporting.
- Assisting with monitoring intake sessions in real time, identifying emerging issues, and troubleshooting as needed, including, in some instances, following up with clients and potential clients to gather pertinent information, conduct client intakes, and open files or make notes in MFJ's case management system.
- Assisting with knowledge management for the housing practice, including developing and organizing internal educational materials related to intake, funding codes, data reporting, and housing practice, and making presentations.
- Assisting with designing, implementing, and monitoring systems to ensure efficient and effective intake processes.
- Creating spreadsheets and communicating with stakeholders, including but not limited to colleagues, clients, funders, elected officials, and sister organizations.
- Entering and tracking information in electronic format, including databases and client management systems and other formats, running reports related to intakes and referrals with the data, tracking data related to intakes and referrals, and assisting in preparation for audits.

Requirements:

- College degree.
- Highly organized.
- Proficient in applying technology to work processes.
- Strong Excel skills.
- Excellent written and oral communications skills.
- Detail oriented.
- Strong problem-solving skills.
- Approaches challenges collaboratively.
- Strong commitment to social justice.
- Experience working with and supporting diverse, low-income communities a plus.
- Fluency in a second language that is spoken by marginalized NYC communities a plus.

Salary is pursuant to a collective bargaining agreement.

Applicants should transmit a cover letter, resume, and writing sample to Elise Brown, Director of Housing Litigation (ebrown@mfjlegal.org), by January 3, 2022. Please indicate where you found this ad and include **Housing Intake Specialist December 2021** in the subject line. We encourage all applicants to include in their cover letter a statement about how your background or experience might contribute to the diversity and perspective of our office. Early applications are appreciated. Interviews and hiring will be conducted on a rolling basis. No telephone inquiries please. In compliance with New York City's directives, MFJ requires all employees to be fully vaccinated against COVID-19. Accordingly, successful candidates must be fully vaccinated against COVID-19 and submit proof of vaccination prior to commencement of employment at MFJ.

For further information about MFJ, please go to www.mobilizationforjustice.org.

MOBILIZATION FOR JUSTICE IS AN EQUAL OPPORTUNITY EMPLOYER.
BIPOC, women, people with disabilities, gay, lesbian, bisexual and transgender people are welcome and encouraged to apply.