



Job Title: Fair Housing Intake & Outreach Specialist

The Fair Housing Intake & Outreach Specialist of the South Suburban Housing Center (SSHC) is our agency's first point of contact for assisting individuals with a complaint of housing discrimination. The Specialist is also responsible for developing, implementing, tracking and participating in all outreach initiatives, with an increased emphasis on social media, email, website and other electronic mediums.

Primary Responsibilities and Duties:

-Intake-

- Conducting intake interviews with individuals contacting SSHC for possible fair housing/lending discrimination assistance
- Consulting with SSHC enforcement staff to evaluate intakes for fair housing and lending investigations, referral to other agencies, or resolution
- Maintaining a prescribed database log documenting the intake complaints received
- Attend and participate in regular (Weekly or Biweekly) meetings with Fair Housing Enforcement staff to collaborate on ongoing tests and other investigations
- Compiling statistical data and reports for quarterly and annual reports of enforcement intake and outreach activities
- Maintain data systems, meticulous records of activities, and prepare periodic activity accomplishment reports for funders

-Outreach-

- Designing, managing and implementing SSHC's *Education & Outreach Communications Plan* including, but not limited to, social media and traditional marketing activities (radio, television, print, e-mail news blast) and agency website content
- Developing and maintaining supplies of education & outreach and other promotional materials
- Distributing up-to-date fair housing/lending related information (brochures, newsletters, posters, etc.) to the community-at-large, public institutions, elected officials, religious leaders, housing industry professionals, local businesses, etc.
- Assisting with the preparation of press releases and press packages
- Facilitating large group fair housing & fair lending education and outreach events

Marginal Duties:

- Representing SSHC in outside meetings and seminars as required
- Performing related assignments as required by Executive Director

Training & Professional Development:

- Attend fair housing investigation, and other skills development conferences/trainings

Required Skills / Competencies:

- Knowledge of website design, maintenance & SEO (WordPress or comparable platform)
- Demonstrable social networking experience and social analytics tools knowledge (Facebook, Twitter, et.al.)



- Excellent writing, editing (photo/video/text), presentation and communication skills (Adobe Creative Cloud or comparable platform)
- Experience generating, editing, publishing and distributing content (MailChimp or comparable platform)
- Experience managing multiple contact lists and outreach campaigns
- Working knowledge of MS Office Excel required
- Ability to relate comfortably and respectfully to people of different racial, ethnic, social and economic backgrounds

Required Qualifications:

- B.S. or B.A. in appropriate discipline (Social Science, Public Policy, Urban Affairs or Marketing) or commensurate prior fair housing program experience

General Commitments and Abilities:

- Demonstrated commitment to civil rights and fair housing issues
- Working knowledge of federal, state and local fair housing, fair lending and accessibility law protections
- Knowledge of local housing market, real estate and mortgage lending procedures and practices
- Ability to work with a minimum of supervision
- Self-directed and well organized with a demonstrated ability to advance multiple projects simultaneously and independently
- Excellent written and verbal communications skills
- Critical, analytical and creative thinking skills
- Ability to represent SSHC in a professional and exceptional manner
- Experience dealing with confidential and sensitive issues

Immediate Supervisor: Executive Director

SSHC is an equal opportunity employer with a diverse staff located in Homewood, Illinois. Normal office hours are weekdays from 9 am to 5 pm. This position will require evening and weekend work. Candidates must have access to automobile transportation for some program work.

The salary range for this position is based on the operating budget, experience and qualifications. SSHC provides an option for paid medical/dental insurance coverage OR contribution into a 403(b)-retirement plan.

Interested candidates should email resume & cover letter to:

Attn: Executive Director, sshc.contact@gmail.com

Response Deadline: November 22, 2019 or until position is filled (No Phone Calls Please)

*Cover letter should include a brief statement about why you are interested in the position and how your qualifications align with this job opportunity.