



JOB DESCRIPTION

INTAKE COORDINATOR/ADMINISTRATIVE ASSISTANT

TEMPORARY PART-TIME

About the Position: The tenant advocate will be a member of the homeless prevention program staff at UTA. This staff person will inform tenants of their rights in NYS, triage intakes for homeless prevention services, and provide referrals and resources to other organizations/agencies as needed.

Job responsibilities include the following:

- Greet and triage all clients, conducting COVID-19 screening and taking temperatures.
- Receive, triage, and return calls on the Housing Hotline.
- Maintain and log all Housing Hotline voice messages on the Housing Hotline call log.
- Schedule appointments and maintain calendars for staff
- Assist in the preparation of regularly scheduled reports, working closely with Homeless Prevention Program Director.
- Carry out administrative duties such as filing, typing, copying, binding, scanning etc.
- Photocopy and print out documents on behalf of other colleagues, agency clients, and community members

- Perform UTA intake for the Housing Hotline and provide guidance on tenants' rights, perform crisis intervention, advocacy, and landlord/tenant mediation.
- Understand Homeless Prevention Program Services, maintain and execute internal organizational processes for tenants to be connected to services.
- Work closely and supportively with Homeless Prevention Program Staff in team setting.

- Provide support to housing counselors in managing and coordinating caseloads.
- Maintain data entry into housing counseling reporting portals as needed, working closely with Program Director.
- Conduct oversight and maintenance for the housing hotline, receiving and logging voice-messages and organizing inquiries
- Provide support to direct-service staff in ensuring proper data quality, reporting to the Homeless Prevention Program Director

- Participate in periodic team meetings to review and develop action plans for improving services at United Tenants of Albany.
- Maintain good working relationships with housing agencies, social service providers, and community-based organizations.
- Assist with inputting case files into HMIS and other data reporting systems.

- Provide administrative support in the preparation of community engagement projects and events.
- Assist with coordination and oversight of the Housing Hotline volunteers.



United Tenants of Albany

A Better Place to Live

Work Hours: General 9am-2pm hours expected and the ability to work nights and weekends as required for staffing community events/training.

Preferred Qualifications:

Background/experience in human service setting; Ability to respond to client's needs/concerns with patience and empathy; Strong computer skills, proficiency in Microsoft Excel and Microsoft Word; Ability to be consistently punctual and dependable; Ability to function as part of a team within a small but very busy office setting; Commitment to the goals and mission of United Tenants of Albany.