

Job Description

Job Title: Emergency Rent Assistance Program Assistant (COVID-19 Response/ Bilingual)

Reports To: Vice President, Strategic Partnerships

Status: Non-Exempt, Temporary

Prepared Date: September 2021

OVERVIEW OF RESPONSIBILITIES

The Program Assistant will support the Emergency Rent Assistance Program (ERAP) as assigned by United Way's Vice President, Strategic Partnerships. The ERAP is intended to prevent homelessness by providing rent assistance to residents who experienced a loss of income due to coronavirus, also known as COVID-19. Program applicants at or below 50% AMI will be prioritized for assistance and offered additional housing counseling services. Qualifying residents will be those who already reside in permanent housing and have been timely paying monthly rent up to March 1, 2020.

The Program will provide rent and/or utility subsidy, for qualifying households who cannot pay rent or utility expenses because of a loss or reduction of income due to COVID-19. Qualifying households are eligible to receive, up to a total of 18-months of rental and or utility assistance. Payments will be made directly to the owners or managers of the rental units or utility companies on behalf of the tenants.

KEY RESPONSIBILITIES/ESSENTIAL FUNCTIONS

- Support the ERAP Program Coordinator with applicant communication and award processes for the County Emergency Rental Assistance Program (ERAP).
- Serve as the first point of contact with members of the public who call or walk-up to UWSBC office
- Provide direct clerical, administrative, and professional support to the ERAP Program staff
- Respond to all applicant inquiries regarding application/award status, application process, eligibility requirements etc.
- Communicate with landlords as needed to ensure payments are received and applied as stated in award letters.
- Assist with all aspects of award mailings.
- Coordinate check pickups with applicants and partner agencies.
- Respond to partner issues, applicant questions and challenges in a thoughtful and professional manner.
- Work with internal UWSBC staff to deliver reports, statistical data and analysis in a timely manner.
- Work independently, as well as part of a team.
- Maintains confidentiality of clients, programs, agency and United Way of Santa Barbara County.
- Translate all printed and digital materials into Spanish.
- Other duties as assigned.

EXPERIENCE/POSITION REQUIREMENTS

- Bachelor’s degree preferred, however, three years of experience working in social services, with strong knowledge base of local resources will qualify.
- The ideal candidate must have a clean driver’s license
- Bi-Lingual applicants are encouraged to apply.

NOTE: This is a temporary position.

CORE COMPETENCIES

Mission-Focused	All United Way employees recognize that the organization’s top priority is to create real social change that improves lives and changes community conditions. This drives their performance and motivations.
Relationship-Oriented	All United Way employees are responsible for cultivating and managing relationships, fostering an atmosphere of trust, while taking a collaborative approach to addressing issues.
Results-Driven	All United Way employees are accountable for achieving individual performance goals in support of organizational goals.
Brand-Steward	All United Way employees are stewards of the brand and understand their role in protecting the reputation of the organization.
Continuous Learning	All United Way employees demonstrate a desire to acquire knowledge, skills, and abilities necessary to perform effectively.
Critical Thinking	All United Way employees use critical thinking skills to solve problems through basic research, analysis, and interpretation.
Professional Behavior	All United Way employees conduct themselves in a professional manner and follow organizational guidelines and standards.

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk; hear; sit and use hands to finger, handle or feel. The employee is frequently required to use one or both hands repetitively; grasp simply and lightly; and grasp with one hand only. The employee is occasionally required to stand; walk; use both hands repetitively; grasp firmly with both hands; push and/or pull; use both hands with fine dexterity; reach overhead with hands and arms; climb or balance; use stairs; stoop, kneel, bend, or crouch; lift and/or move up to 25 pounds; and walk on uneven ground and between buildings. Normal 20/20 vision ability (with corrective lenses, if needed) is required by this position. The noise level in the work environment is usually somewhat quiet.

General: This description contains the essential functions necessary to evaluate the position. It is not intended and should not be used as an exhaustive list of all responsibilities, skills or efforts.

Employee _____ Date _____

President & CEO _____ Date _____

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