Legal Intake Specialist (LIS)
Denver, CO

About the COVID-19 Eviction Defense Project (CEDP)

The COVID-19 pandemic triggered unprecedented eviction risk for U.S. renters. Nationwide, more than 20M people may be at risk of eviction, with more than 300,000 at risk in Colorado alone. The COVID-19 Eviction Defense Project (CEDP) was formed in April 2020, by The Community Firm, a Colorado non-profit, social enterprise law firm. Our mission is to *Keep Coloradans Housed*. We do this by helping to prevent mass evictions and homelessness. While the need escalated during the pandemic, we will provide these services well after the pandemic ends.

Traditionally, eviction defense has focused on legal services. At CEDP, we are scaling a “managed care” approach to eviction prevention that centers the legal and financial needs of housing-insecure families and uses a variety of tools to keep them housed. Our team of housing lawyers, economists, data analysts, policy-experts, organizers, social workers and technologists provides four services:

- **Legal aid and financial assistance** for tenants facing eviction;
- **Data and research** published in conjunction with the Bell Policy Center & the Aspen Institute
- **Advocacy** and public policy services

Our focus in 2021 is on providing rental assistance and legal services to help at-risk individuals and families gain access to state and private rental assistance dollars. After proving the efficacy of this effort in two 2020 pilots, we are scaling the effort in 2021 targeting the distribution of several million dollars in rental assistance by the end of Q2 2021.

More about the Legal Intake Specialist Role

The Covid-19 Eviction Defense Project (CEDP) seeks qualified candidates with exceptional ability to organize a complex caseload and manage cases from intake through to referral or resolution. The successful candidate will have a strong record demonstrating an ability to empathize with and interact effectively with people who are experiencing hardship, including the potential loss of housing, collect and organize documentation, manage a busy schedule, utilize multiple service platforms and adapt to a rapidly-changing environment.

To further ensure success, candidates are expected to work comfortably under pressure with tight deadlines in a fast-paced environment. You must exercise sound judgment and have strong written and
verbal skills as well as the ability to collaborate with peers and managers to adapt and improve new processes. Top candidates will be familiar with basic housing and rental principles, have exceptional time management and organizing skills and be self-motivated and managed. Spanish language skills are desired but not required. We offer competitive salary and benefits which are detailed below.

As a Legal Intake Specialist you Will:
- Conduct Client Intake Interviews.
- Review client rental assistance applications
- Engage with landlords on behalf of Community Firm clients
- Organize Client Files in an online database.
- Track deadlines and manage calendars for your caseload, occasionally assist with cases from other team members.
- Gather/collection, review and log required documents and information to support the accurate and timely processing of cases.
- Create and organize information, and generate reference tools for easy use by teammates and members of adjacent teams.
- Understand key success measures for your role and submit daily and weekly progress reports.
- Maintain and update databases and tracking systems accurately and as designated.
- Respond to all case-related queries.
- Ensure efficient and effective administrative information and assistance.
- Participate in CEDP’s ongoing efforts to improve upon existing processes by maintaining openness and curiosity about processes, systems and technologies

Legal Intake Specialist Requirements:
- Bachelor Degree or equivalent post-secondary education
- Minimum one year of experience in an advocacy, customer service, social services or law related environment.
- Analytical thinker with detail orientation.
- Demonstrated proficiency working with Customer Relationship Management databases or similar tracking and organizing technologies
- Fantastic organizational skills and ability to manage and prioritize a complex workload with rapidly changing demands.
- Ability to work under pressure and meet deadlines.
- Ability to work independently and as part of a team.
- Brilliant written and verbal communication skills.
- Proficient in Microsoft Office, and the Google Suite.
- A home office setup that includes a private, quiet place to conduct confidential telephone and video-conference sessions and a computer with reliable access to high speed internet.
We’re looking for you if your background and skillsets include:

- A background working with diverse communities
- Comfort with ambiguity in a fast-paced, all-hands-on-deck environment
- Demonstrated passion for social impact and social justice
- Willingness and desire to fight for tenants’ rights in a variety of settings
- Strong interpersonal skills and the ability to work collaboratively and proactively with a diverse team and clientele
- Comfort with and ability to effectively navigate a remote work environment

Why Us?

Our cofounders have collaborated for more than five years and are committed to building a company where everyone feels seen, and all employees are included in the co-creation of an environment in which they love to work.

At the Community Fund and CEDP you’ll be:

- Joining a new firm at its founding and will be able to play a substantial role in its growth
- In a social enterprise with a sustainable business model focused on one of the most critical issues in society – access to and preservation of affordable housing
- Able to grow within the organization
- Part of a diverse team of talented advocates and activists that share your passion for diversity, equity, inclusion and justice.

To Apply:

Interested candidates should forward their resume and cover letter to Martha@CEDProject.org.

Equal Opportunity

The Community Firm is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Benefits & Compensation

- Salary range $52,000 to $62,000 per year, based on experience.
- Benefits include health, vision, dental, four weeks paid vacation, short-term and long-term disability, and 401K.