



<u>Position:</u>	Tenant-Landlord Mediator
<u>Department:</u>	Colorado Housing Connects (CHC)
<u>Reports to:</u>	Program Director & Program Supervisor
<u>Work Schedule:</u>	Generally , 8 a.m. to 4:30 p.m., Monday through Friday
<u>Job Classification:</u>	Full Time/Non-Exempt
<u>Compensation:</u>	\$24 to \$27 per hour depending on experience

Description:

Operated by the long-established housing nonprofit Brothers Redevelopment, Colorado Housing Connects (CHC) (1-844-926-6632) is a one-of-a-kind housing helpline that helps consumers across the state navigate all manner of housing issue and concern--offering information and strategies to equip them with the tools to make an informed decision about their situation. Brothers Redevelopment received grant funding to hire a full-time mediator to expand existing tenant-landlord mediation services.

The goal of the tenant-landlord mediation program is to provide greater housing stability and housing opportunities for Coloradans. The tenant-landlord mediator will provide a high-quality, no-cost alternative to mitigating landlord-tenant disputes including diverting parties from pursuing evictions through the court system.

Brothers Redevelopment's office is located in Edgewater, Colorado. This position may include remote work and may include in-person mediation at various locations across the Front Range.

Performance Responsibilities:

- 1.) Help develop program best practices
 - Help research, document, and implement best practices and evidence-based strategies for tenant-landlord mediation
 - Identify opportunities to improve mediation services and help implement changes

- 2.) Provide Tenant-Landlord Mediation for Colorado residents
 - Conduct outreach and build partnerships with external agencies to advance program goals including presenting about mediation program
 - Collect and input data into a database including demographics for the tenant and landlord, notes about the services provided and program outcomes
 - Send post-mediation surveys and reach out to participants to improve survey response rates
 - Understand operational contract/grant guidelines and requirements
 - Use questioning and listening skills that support effective communication
 - Incorporate best practices such as gaining consent prior to mediation, utilize trauma-informed card, emphasize harm-reduction, use motivational interviewing and de-escalation techniques

- 3.) Other duties as assigned

Qualifications:

The ideal candidate will have great enthusiasm for working through conflict to find mutually agreed upon alternatives. Must be able to communicate effectively with many audiences, including tenants, landlords, team members, industry professionals, and agency officials. Candidate must also prioritize and manage multiple tasks simultaneously as well as possess the ability to work in a team environment to effectively troubleshoot when problems arise. Candidate must be proficient using and computer and online data management platforms. Conflict mediation certifications are required.

Experience/Education:

Bachelor's degree is required. A minimum of at least 40 hours of related training required. Related experience includes utilizing trauma-informed care, emphasizing harm-reduction, and using motivational interviewing and de-escalation techniques. Candidates should have extensive knowledge of Colorado law and a familiarity with the court system. Candidate should have a broad knowledge of and experience using computers, word processing software, database, and spreadsheet applications, as well as online data systems/platforms.

Physical Demands:

The work is sedentary. Work may require some lifting, bending, stooping, and carrying of light items such as papers, mail, and files. It will also require some walking and standing. Additionally, occasional evening and weekend event participation will be required.

Work Environment:

The work is performed in an office setting. The work involves minimal risks and observances of safety precautions typical of an office setting.

Brothers offers the following benefits: 403B with 3% match, Dental Insurance, Health Insurance, Paid time off including vacation, sick and personal leave; plus, paid holidays, Life Insurance, Vision Insurance, and a strong working environment.

About Colorado Housing Connects

Established in April 2014. Accessible via a toll-free number (844-926-6632). Website is www.ColoradoHousingConnects.org

Brother's Redevelopment- Our Mission

Established in 1971, Brother's Redevelopment provides housing and housing-related Services for the Colorado's low-income, elderly, and disabled residents.

brothersredevelopment.org/

Brother's Redevelopment- Our Strategy

Fulfill our mission by growing sustainable revenue streams, developing advantageous alliances And creating a compassionate and sustainable organization.