### Job Description

**Organization Overview**
Since 1982, LUCHA (Latin United Community Housing Association) an Illinois 501(c)(3) corporation has served thousands of moderate and low-income families with Affordable Housing Development, Emergency Housing Repair and Assistance, Home Buyer Counseling, Foreclosure Prevention and Legal Assistance. LUCHA owns and operates 198 units of affordable housing in the West Town, Humboldt Park and Logan Square Communities of Chicago, and counsels families around Chicago and in the Midwest region. LUCHA also partners with residents, community organizers, financial institutions and government agencies to maintain its $40 million in real estate assets and to advocate for greater affordable housing resources for the region.

**Program Overview**
The Community Alliance Initiative is a program conducted in collaboration with the Chicago Housing Authority (CHA) to work in targeted communities (Armour Square, Humboldt Park, Jefferson Park, Logan Square, Rogers Park) with the goal of increasing the participation of Latinx, and other underrepresented groups, in CHA housing and employment initiatives.

Specifically, the Initiative seeks to increase the participation of underrepresented:

- Renters applying to live in CHA owned apartments
- Renters applying to live in privately owned buildings that have Project Based Voucher (PBV) subsidized apartments through CHA that enable affordable rents
- Renters on the wait list for Housing Choice Vouchers (HCV) provided by CHA that enable renters with HCVs to live in privately owned buildings to pay affordable rents
- CHA, PBV, and HCV tenants, and other lower income tenants, applying for jobs under Section 3 that encourages the hiring of federally subsidized tenants, and other lower income tenants

In addition, the Initiative seeks to increase the number of:
- Building owners who utilize PBV and HCV options as tools to provide affordable housing
- Employers who hire Section 3 eligible tenants (public housing tenants and other lower income renters)

**Job Role and Responsibilities**
Per the LUCHA Community Alliance Initiative Strategic Marketing Plan, and in coordination with the LUCHA initiative manager:

- Identify potential community sites for program workshops (i.e. community organizations, agencies, schools, churches, libraries).
LUCHA

Outreach and Engagement Specialist

• Initiate contact with community sites, inform them about the Initiative, and determine interest in hosting Initiative workshops

• Schedule Initiative workshops per the Initiative work plan.

• In collaboration with workshop hosts, publicize workshops to the public and to host constituencies.

• Maintain ongoing relationships with host sites for the duration of the Initiative.

In collaboration with host site and LUCHA Initiative manager, conduct workshops in compliance with CHA Community Alliance Initiative guidelines

• Assure appropriateness and preparation of workshop room

• Assure that workshop materials, equipment, and refreshments are onsite

• Give workshop presentation, or support other Initiative staff giving workshop presentation

• Assure all participants have completed required registration and evaluation forms

• Assure that any follow up with individual workshop attendees is recorded and that attendees have necessary information

• With host agency staff, assure that the workshop room is sufficiently neat and orderly at the completion of the workshop

• With other LUCHA initiative staff, assure that all required workshop documentation and reporting is submitted to LUCHA and CHA in an accurate and timely manner.

• Support other LUCHA outreach, engagement, and advocacy initiatives as assigned.

Educational Requirements

• Required: Undergraduate degree (BA/BS).

Other Qualifications/Requirements

• Bilingual (Spanish/English) required or bilingual (Mandarin or Cantonese/English) highly desired.

• Familiarity with client management system preferred.

• Experience with MS Office programs (Word, Excel, Outlook, etc.).

• Able to prioritize work and keep calm under pressure.

• Conscientious and detail oriented.

• Must be effective public speaker

• Must be able to work in client centered manner and be able to identify and respond to specific client needs

• Ability to work effectively in a team environment.

• Willing to work flexible hours.

• Must demonstrate integrity and commitment to the organization’s mission and values.

• Owning a car with a valid driver’s license a plus.
• Ability to represent LUCHA in a positive and professional manner at all times.
• Must demonstrate integrity and commitment to LUCHA’s mission and values.
• Residents of the target communities are encouraged to apply.

Knowledge

Communications and Social Media: Must be a clear and effective public speaker. Knowledge of digital and print media production, communication, and dissemination techniques and methods.

Customer and Personal Service: Must be able to operate in a customer centered manner, be an effective listener, and be able to identify and respond to specific customer needs. Clerical: Knowledge of administrative and clerical procedures and systems, such as word processing, managing files and records.

Immigrant and working class communities: Knowledge of immigrant and working class communities of color; including first generation issues, historical systemic barriers, legal barriers, and language barriers.

English Language: Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar. Previous experience.

Spanish Language: Knowledge of the structure and content of the Spanish language including the meaning and spelling of words, rules of composition, and grammar.

Skills

Interpersonal: Highly-developed interpersonal, oral and written communication skills; excellent presentation skills. Ability to communicate and actively listen at all levels with staff, Board of Directors and external relationships in a professional manner. Previous experience.

Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. Previous experience.

Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Previous experience.

Learning Strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things. Previous experience.

Reading Comprehension: Understanding written sentences and paragraphs in work related documents. Previous experience. Previous experience.

Service Orientation: Actively looking for ways to help people. Previous experience.

Social Perceptiveness: Being aware of others' reactions and understanding why they react as they do. Previous experience.

Speaking: Talking to others to convey information effectively. Previous experience.

Time Management: Managing one’s own time and the time of others. Previous experience.

Writing: Communicating effectively in writing as appropriate for the needs of the audience. Previous experience.

Abilities

Ethics: Genuine and deep-rooted ethical approach to all business, interpersonal and mission-related matters. Previous experience.

Fluency of Ideas: The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity). Previous experience.

Oral Comprehension and Expression: The ability to listen to and understand information and ideas presented through spoken words and sentences; and the ability to communicate information and ideas in speaking so others will understand. Previous experience.

Problem Sensitivity: The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. Previous experience.

Speech Clarity and Recognition: The ability to speak clearly so others can understand you; and the ability to
identify and understand the speech of another person. Previous experience.

**Written Comprehension and Expression:** The ability to read and understand information and ideas presented in writing; and the ability to communicate information and ideas in writing so that others understand. Previous experience.

**Scope of Responsibility**
- Serves as the first point of contact to clients for the Department of Housing Counseling & Advocacy.
- Significant impact towards the timeliness, organization and completeness of a client’s case file to be submitted for counseling provided by housing counselors.
- Regularly interacts with LUCHA staff.

**Physical Requirements:**
- This position regularly requires the incumbent to sit, stand, speak and operate a personal computer.
- Regular walking and lifting up to 25 pounds. Accommodations may be made for individuals with disabilities who otherwise meet the position qualifications and requirements.
- Regular work in outdoor conditions for outreach duties, year round.

LUCHA is 501(c)(3) nonprofit corporation and an equal opportunity employer. To learn more about LUCHA, please visit [www.lucha.org](http://www.lucha.org).