



Emergency Rental Assistance Program (ERAP) Clerk—Temporary

Department: Intervention

Reports to: Deputy Director

Status: Part-Time Contractor/Clerk (15-20 hours/week)

Compensation: \$17/hour for 10 months, with possibility of additional months based on funding

Position Summary

The ERAP Clerk's primary responsibilities will include assessing prospective participants interested in Enlace's Emergency Rental Assistance Program (ERAP)—including adolescents and adults who have been victims/survivors of domestic violence (DV); qualifying eligible participants for support, and explaining all established processes and requirements to qualified participants; ensuring funding requests are processed per participant as expeditiously as possible; establishing follow-up meetings with each participant to ensure they are in compliance with ERAP funding parameters throughout the course of their participation in the program; and recommending internal ERAP process improvements to streamline or simplify the process for participants/Enlace staff. This is a part-time, time-limited, contracted position specific to Enlace's ERAP funding (currently one year).

Essential Duties & Responsibilities

The ERAP Clerk will:

- Work closely with Enlace's intervention and prevention teams as each team funnels prospective ERAP program participants to the Clerk;
- Qualifying eligible participants for support, and explain all established processes and requirements to qualified participants;
- Ensuring ERAP funding requests are processed per participant as expeditiously as possible and tracked accordingly;
- Establish follow-up meetings with each participant to ensure they remain in compliance with ERAP funding parameters throughout the course of their participation in the program;
- Ensure all ERAP participants are entered into Enlace's database;
- Ensure all documentation and back-ups needed for expenditures are collected in a timely manner;
- Complete reporting requirements for grant (in consultation with Director of Advancement);
- Recommend internal ERAP process improvements to streamline or simplify the process for participants/Enlace staff;
- Maintain the confidentiality of all participants' identities and associated ERAP files; and
- Provide regular updates regarding ERAP participation to Enlace's Leadership Team as necessary.

In addition to the essential duties outlined above, the ERAP Clerk will:

- Be committed to advancing immigrant rights, gender equity, and socioeconomic justice;
- Be committed to advancing Enlace's mission, vision, core values, and program goals;
- Leverage best practices for facilitating positive, constructive interpersonal communication—including an ability to navigate and resolve conflict in a manner that



values and respects relationships with Enlace staff, ERAP participants, and affiliated partners; and will engage in direct communication with a solutions-oriented approach;

- Be highly organized, self-motivated, detail-oriented, creative, and demonstrate excellent time management in managing multiple projects;
- Exercise emotional maturity and a sense of humor in resolving pressing issues or project components;
- Be a collaborative team player; and
- Respect differences in race, ethnicity, age, gender, gender identity, gender expression, sexual orientation, religion (or lack thereof), ability, arrest or conviction history, socioeconomic status, and immigration status.

Knowledge, Skills, & Abilities

The following characteristics are essential to the performance of this position.

- Must be fully bilingual (English/Spanish)/fluent Spanish speaker;
- Understanding of trauma-informed client advocacy practices;
- Knowledgeable/aware of community resources available to immigrant DV survivors;
- Proficient in basic computer applications (Microsoft Office Suite), with an openness to learning Enlace's client database (Clienttrax);
- Have excellent follow-through and time management skills;
- Be creative and diplomatic, with an ability to navigate conversations in a trauma-informed manner;
- Ability to work independently and collaboratively; and
- Strong self-starter who feels comfortable taking initiative and socializes solutions to meet clients' needs.

Please note: an individual is not required to disclose information about mental or physical limitations that may potentially interfere with work performance. However, a reasonable accommodation is only possible if Enlace is notified of modifications that may be necessary for the individual to adequately perform the duties of the position.

Enlace is an equal opportunity employer. We value a diverse workforce and an inclusive workplace culture. Enlace encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity and expression, age, national origin, marital status, immigration status, disability, or veteran status.

Position Qualifications

- Must be bilingual (English/Spanish). Ability to speak and write concisely and accurately and to communicate effectively with others—both internally amongst Enlace team members and externally to clients.
- Must have own transportation and current insurance.

Employment Screening & Compliance

- Employee will be subject to a CYFD background check;
- Employee must comply with all Enlace operational policies, especially those involving the safety of fellow workers, volunteers, and clients/customers; and



- Employee must maintain a current and valid driver's license to perform work duties (and must have/maintain a clean driving record) if position requires activities that necessitate travel.

Enlace Work Environment

- Most essential duties are performed in an office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting; and
- Work is normally performed in an area permitting partial-to-total privacy.

To Apply. All applicants must submit a cover letter, resume, and three (3) professional references to jobs@enlacenm.org with the subject line "ERAP Clerk Application" or mail to: Enlace Comunitario c/o Human Resources (2425 Alamo SE Albuquerque, NM 87106).