



# Tenants Together

California’s Statewide Organization for Renters’ Rights

We are a nonprofit organization dedicated to defending and advancing the rights of California tenants to safe, decent and affordable housing. We work to improve the lives of California’s tenants through education, organizing and advocacy, sparking a statewide movement for renters’ rights.

## Volunteer Position Description: Hotline

Contact: Lisa Richardson- Hotline Coordinator – [lisa@tenantstogether.org](mailto:lisa@tenantstogether.org)

Interested volunteers must complete an application: <https://airtable.com/shrKrXjIFda2lOaOj>

| Component             | Definition   |
|-----------------------|--|
| Position Title        | Hotline Volunteer/Intern   |
| Purpose               | Play a key role in defending housing as a human right by supporting those most impacted by the housing crisis to assert their rights and protect their homes & families. Tenants Together operates the only statewide renters' rights hotline for tenants to receive counseling and support. Counselors make referrals towards individual solutions but is always leading to empowerment / advocacy by offering collective solutions to tenant right issues, making the role of counselors and hotline a catalyst for organizing.  |
| Key Responsibilities  | <p>Tenants Together statewide tenant rights hotline offer one-on-one peer support those most impacted by the housing crisis to assert their rights and protect their homes &amp; families. Full English fluency is required to use our hotline tools, but if you speak English &amp; Spanish, we would love to have you in a bilingual capacity. As a hotline volunteer your responsibilities will include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Complete Salesforce case intake form in completing a counseling call and/or logging new cases</li> <li>• Identify tenants who may be interested in sharing their story with the media, participating in organizing campaigns, or whose cases could be referred for potential litigation.</li> <li>• Refer tenants interested in community organizing to TT member organizations, TT allies, and TT Regional Coordinators.</li> <li>• Assist with logging and reporting information related to Tenant’s cases</li> <li>• Collaborate and communicate with hotline volunteer team members &amp; peers</li> </ul> |
| Supervision           | Reports to Lisa Richardson, Hotline Coordinator, available by email <a href="mailto:lisa@tenantstogether.org">lisa@tenantstogether.org</a> or send an individual SLACK message   |
| Length of Appointment | 6 months minimum   |
| Time Commitment       | 12-15 hours per month = One 3 hour weekly shift  |
| Qualifications        | Basic computer skills (i.e. zoom, email, calendar). Commitment to housing/racial/economic justice for all tenants in California. Bilingual English/Spanish preferred. Ability to solve problems creatively, self-reflective, able to jump in and take initiative as needed. Completion of Tenant Right Counselor Training is required.   |



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| Benefits         | Opportunity to help build a statewide movement for tenants' rights. Collaborate and network with movement leaders during meetings. Receive continued education on tenant rights. Improve facilitation skills in helping lead meetings and trainings. |
| Support Provided | One weekly shift from 5:00-8:00pm PST either Monday, Tuesday, Wednesday, Thursday or from 1:00-4:00pm PST Friday.<br>One-on-one support and training from Hotline Coordinator, administrative support from Community Leadership Director.            |