



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: Helpline

Contact: Lisa Richardson- Helpline Coordinator – lisa@tenantstogether.org

Interested volunteers must complete an application: <https://airtable.com/shrKrXjIFda21OaOj>

Component	Definition
Position Title	Helpline 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 a statewide renters' rights helpline for tenants to receive know your rights resources and support. Helpline Volunteers make referrals to individual and collective solutions that lead to self-determination and community control, making the role of the helpline a launch pad for organizing.
Key Responsibilities	Tenants Together statewide tenant rights helpline offers peer support to those most impacted by the housing crisis to assert their rights and protect their homes & families. Full English fluency is required to use our helpline tools, but if you speak English & Spanish, we would love to have you in a bilingual capacity. As a helpline volunteer your responsibilities will include but are not limited to: <ul style="list-style-type: none"> • Complete Salesforce case intake form in completing a counseling call and/or logging new cases • Assist with logging and reporting information related to Tenant’s cases and resources shared • Collaborate and communicate with helpline volunteer team members & peers in tenant clinics and weekly helpline shifts • Identify tenants who may be interested in sharing their story with the media and legislators • Refer tenants interested in community organizing to TT member organizations, TT allies, and TT Regional Coordinators.
Supervision	Reports to Lisa Richardson, Helpline Coordinator, available by email lisa@tenantstogether.org 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	Computer skills & comfortable with learning new tech (I.e. zoom, email, Salesforce, slack, 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 Training Series 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, clinics, 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. One-on-one support and training from Helpline Coordinator, administrative support from Community Leadership Director.