

## **POSITION DESCRIPTION**

### **Fair Housing Investigator**

**Organization:** Veterans Center

**Program:** Fair Housing – Private Enforcement Initiative

**Reports To:** Program Director – Fair Housing

**FLSA Status:** Exempt

**Pay/Grade Equivalent:** \$45,000 – \$65,000

**Collaborates With:** Program Director

### **1. POSITION SUMMARY**

The Fair Housing Investigator is responsible for intake, investigation, documentation, and resolution support of alleged violations of federal, state, and local fair housing laws. The Investigator ensures complaints are handled in accordance with civil rights standards, investigative protocols, and documentation requirements.

This role operates independently but collaborates with the Fair Housing Compliance Lead, Data & Case Analyst, and Partnership & Interagency Manager.

### **2. MAJOR DUTIES AND RESPONSIBILITIES**

#### **2.1. Complaint Intake & Assessment (20%)**

- Conduct intake interviews with complainants
- Determine jurisdiction and protected class basis
- Draft formal complaint summaries
- Assess timeliness and statutory coverage
- Provide neutral explanation of rights and process

#### **2.2. Investigation & Fact Development (20%)**

- Conduct witness interviews
- Request and review documentation
- Analyze policies, procedures, and communications
- Identify potential discriminatory treatment or disparate impact
- Coordinate with testers (if applicable)
- Maintain chain-of-custody and evidence logs

#### **2.3. Case Documentation and Reporting (15%)**

- Prepare investigative plans
- Draft investigative reports
- Maintain detailed case notes
- Develop case summaries for internal review

- Support preparation for conciliation or referral

## **2.4. Testing Coordination**

- Work with Fair Housing Testers
- Assist in design of testing parameters
- Review testing results for patterns
- Document findings consistent with enforcement standards

## **2.5. Compliance & Legal Alignment (10%)**

- Ensure investigations align with:
  - o Fair Housing Act (Title VIII)
  - o State fair housing statutes
  - o Protected class standards
- Coordinate with legal counsel where necessary
- Prepare documentation suitable for administrative review

## **2.6. Data Collaboration (10%)**

- Work with Data & Case Analyst to:
  - o Identify patterns
  - o Monitor complaint trends
  - o Analyze geographic clustering
  - o Support redlining review (if applicable)

## **3. KNOWLEDGE REQUIRED**

- Knowledge of the Fair Housing Act and protected classes
- Investigative or compliance experience
- Interviewing and documentation skills
- Experience with case management systems
- Ability to maintain confidentiality and neutrality

## **4. COMPLEXITY**

The work involves investigating allegations of discrimination under federal and state fair housing laws across multiple protected classes and housing sectors. Assignments require the investigator to independently analyze varied and often conflicting testimonial and documentary evidence; assess credibility of witnesses; interpret housing policies, advertising materials, and institutional practices; and determine potential violations involving disparate treatment, disparate impact, steering, redlining, retaliation, or failure to provide reasonable accommodations.

Investigations frequently involve sensitive allegations against housing providers, lenders, property managers, insurers, or public entities. The investigator must apply

knowledge of statutory provisions, administrative guidance, and evolving case law to determine jurisdiction, sufficiency of evidence, and appropriate investigative strategy.

Assignments vary significantly in scope and complexity, including:

- Individual complaint investigations involving factual disputes
- Pattern or practice investigations requiring review of policies and aggregated data
- Cases involving Limited English Proficiency (LEP), disability accommodations, or protected class intersectionality
- Matters requiring coordination with testing results or data analysis

The investigator exercises judgment in:

- Determining lines of inquiry
- Structuring investigative plans
- Identifying documentary and testimonial evidence
- Evaluating credibility
- Drafting findings suitable for administrative or legal review

Work requires analytical reasoning, structured documentation, and discretion in handling confidential and legally sensitive information.

## **5. SCOPE AND EFFECT**

The purpose of the work is to conduct impartial, well-documented investigations of alleged violations of fair housing laws and to support the enforcement, compliance, and corrective action processes of the organization.

The work directly affects:

- Individuals alleging housing discrimination
- Housing providers, financial institutions, and insurers subject to review
- Community trust in civil rights enforcement
- Organizational compliance posture
- Potential referral outcomes to enforcement authorities

Investigative findings may:

- Support conciliation efforts
- Inform policy revisions by housing providers
- Contribute to enforcement referrals
- Influence training and corrective action requirements
- Impact institutional risk exposure

The quality, thoroughness, and neutrality of investigative work directly influence the defensibility of findings, credibility of the organization, and effectiveness of civil rights enforcement efforts.

Failure to properly conduct investigations may result in:

- Legal vulnerability
- Loss of public trust
- Regulatory scrutiny
- Inadequate remediation of discriminatory practices

The work contributes to ensuring equitable access to housing opportunities and supports broader public confidence in fair housing protections.

## **6. SUPERVISORY CONTROLS**

The Fair Housing Investigator operates under the general supervision of the Fair Housing Compliance Lead or Program Director, who establishes overall program objectives, enforcement priorities, and applicable policies.

The supervisor provides broad direction regarding program goals, legal standards, and reporting expectations but does not provide detailed instructions on investigative methodology for individual cases.

The Investigator independently:

- Determines the appropriate investigative strategy
- Identifies relevant lines of inquiry
- Develops investigative plans
- Conducts interviews and evidence collection
- Evaluates testimonial and documentary evidence
- Drafts investigative findings and reports
- Completed work is reviewed for:
  - Legal sufficiency
  - Adherence to policy
  - Thoroughness of documentation
  - Clarity of findings

The supervisor typically reviews work at critical stages of complex or high-risk investigations (e.g., prior to referral, conciliation, or enforcement action), but routine case management and investigative decisions are carried out independently.

The Investigator is expected to exercise professional judgment in resolving procedural issues, managing sensitive interactions, and ensuring impartial enforcement of fair housing laws.

Guidance is available in the form of statutes, regulations, organizational SOPs, and precedent decisions; however, interpretation and application of guidance to specific fact patterns is the responsibility of the Investigator.

## **7. MINIMUM QUALIFICATIONS**

- Bachelor's degree in Criminal Justice, Public Administration, Political Science, Sociology, Legal Studies, Housing/Urban Studies, or related field; OR equivalent combination of education and relevant experience.
- Minimum of three (3) years of experience in civil rights investigation, regulatory compliance, fair housing/fair lending, legal case support, or administrative investigations.
- Demonstrated experience conducting interviews, reviewing documentary evidence, and drafting investigative reports.
- Working knowledge of the Fair Housing Act and protected classes.
- Strong analytical, written communication, and documentation skills.
- Ability to work independently and maintain confidentiality in sensitive matters.

## **8. PREFERRED QUALIFICATIONS**

### Fair Housing Investigator

- Experience conducting fair housing or fair lending investigations.
- Knowledge of discrimination theories, including disparate treatment and disparate impact.
- Experience working with testing programs or analyzing complaint trends.
- Familiarity with federal, state, or local civil rights enforcement processes.
- Paralegal certification, legal background, or related advanced training.
- Experience engaging diverse communities, including individuals with Limited English Proficiency (LEP) or disabilities.

## **9. WORK ENVIRONMENT**

Hybrid/Remote. Travel up to 15% for HUD monitoring or national outreach events.

## **10. KEY COMPETENCIES**

- Strategic relationship building
- Negotiation & diplomacy
- Cross-sector collaboration
- Analytical reporting
- Cultural competency
- Program evaluation
- Communication & facilitation