

Center Against Sexual & Family Violence Job Description

Title: Housing Advocate
Supervisor: Safe TLC Coordinator
Status: Non-Exempt

Scope of Duties:

The Housing Advocate will use a case management approach to assist clients with attaining secure and affordable housing by providing them with guidance and support. Serve as a liaison to coordinate with community partners in housing opportunities and services available to increase client success. Plan, implement, and provide a comprehensive plan of action to ensure the safety and well-being of clients. Services included in this plan of action include, but are not limited to safety planning, intakes, group facilitation, referrals, assisting and advocating for the client in the criminal justice system, promoting the clients' access to opportunities to attain self-sufficiency, and incorporating follow-up actions to assist clients in their efforts to attain a violence free life style.

Essential Job Functions:

1. Manage the rapid rehousing funds.
2. Assess clients' housing barriers, needs, and preferences to develop an action plan for locating affordable housing.
3. Make appropriate referrals to community resources to eliminate barriers and provide support and referrals to affordable housing opportunities.
4. Outreach to and negotiation with housing owners. Assist with questions regarding housing applications and the application process.
5. Become Lead Certified and conduct Lead screening and inspections of the all units ensure that HUD minimum habitability standards for permeant housing are met.
6. Ensure that rent reasonableness by comparing surrounding rentals.
7. Clients will need to be certified and re-certify quarterly to ensure that they meet the poverty income standards for the state of Texas.
8. Certify that clients meeting the definition for homeless or at risk of being homeless.
9. Assist client in making moving arrangements and arranging for utilities.
10. Provide ongoing case management and conduct visits in the client's home a minimum of once per month to ensure health and well-being, offer support and guidance, and work with clients toward independence.
11. Assist clients in developing basic life skills including tenant rights and responsibilities, conflict resolution among tenants and neighbors, and maintaining an apartment.
12. Provide budgeting/financial literacy support and work with clients to assist in attaining or increasing income as appropriate or stabilize their income at the highest possible level for the individual/family.
13. Respond to all types of communications in a timely manner. Address emergency situations immediately and divert non-emergency situations to office hour solutions. Maintain professional boundaries and quality customer service.
14. Coordinate and communicate with community programs to work together and obtain the best possible resources for client housing success.
15. Develop and implement group sessions for youth, utilizing best-practices model for intervention and prevention of family violence and/or sexual assault.
16. Maintain and report accurate statistical information related to clients going through the program and demographics of clients receiving assistance in the program.
17. Provide hospital accompaniment to support sexual assault survivors during sexual assault examinations, on call basis of 4 six hour shifts per month, two of which are during the evening or weekend.
18. Attend training or education opportunities to increase knowledge to improve services being provided to clients.
19. Become very familiar with and abide by CASFV's policies and procedures and Texas laws pertaining to family violence, sexual assault and child abuse.

20. In a timely manner comply with and compile statistics as required by CASFV's data system and other data bases required for funding sources.
21. Perform general office tasks including, but not limited to, answering and directing telephone calls, filing, faxing, and typing.
22. Answer Hopeline calls. Make and document referrals to community resources.
23. Prepare statistical reports and collection of data, e.g. monthly reports, as required.
24. Notify Operations and Technology department of any needed equipment or facility repairs or maintenance.

Other Duties:

1. Supervise volunteers and/or interns which may be assigned. Work closely with Volunteer Coordinator to assure volunteer/intern tasks are assigned appropriately, orientation provided and evaluation process completed.
2. May assist administration in identifying potential funding sources.
3. Increase the Center's visibility in the community by attending assigned meetings and participating on behalf of the agency.
4. Make community presentations on an on-call basis.
5. Evening and weekend work may be required.

Minimum Qualifications:

Bachelor's Degree in social services related field. However, a combination of education and experience that can support the successful performance of the job will also be considered. Computer proficiency in Microsoft applications. Demonstrated ability in developing protocols and related documentation. Must have own transportation, valid Texas driver's license, and current insurance.

Knowledge, Abilities, and Skills:

- Knowledge of resources in the El Paso area housing community, TDHCA housing requirements, and needed safety housing requirements.
- Ability to coordinate numerous services, within the organization as well as externally in the community.
- Working knowledge of Texas law pertaining to family violence, as well as the justice system response to domestic violence.
- Highly developed interpersonal skills.
- Highly developed written and verbal communication skills.
- Deliver presentations before public groups.
- Knowledge of working with volunteers, developing and organizing systems and people.
- Ability to develop positive relationships with individuals in the community.
- Proficiency in basic computer applications.
- Excellent follow-through and proven skills.
- Should be creative, articulate, and diplomatic.
- Ability to work independently as well as part of a team.
- Strong self-starter who feels comfortable taking the initiative in problem solving in order to meet the needs of clients
- Willingness to work flexible and irregular hours during peak periods.

Special Qualifications:

Ability to speak and write in Spanish is required.

This job description should not be construed to imply that these requirements are the only duties, responsibilities, and qualifications for this job. Incumbent may be required to follow any additional related instructions, acquire related job skills, and perform other related work. It is understood that during peak/critical times, staff may be asked to perform other duties not specifically outlined in their job description.

I have read and understood the Housing Advocate job description and am able to perform all functions described.

Signature_____ Date_____