

CVOEO Position Description

Program	Emergency Housing/Samaritan House
Title	Housing Advocate
Reports to	Program Director
Supervises	N/A

Job Summary

To provide client-centered, trauma-informed support for emergency housing clients and others experiencing homelessness with the ultimate goal of empowering the client to access safe, sustainable housing. Housing Advocates work with clients to secure housing and access essential benefits, and refer people to medical, mental health and substance use disorder services. Housing Advocates work with an array of community partners to help clients access options for housing and social services. Addressing barriers to housing and working with partner agencies to address those barriers is a crucial aspect of this role. Housing Advocates work in partnership with clients to promote a sense of community and continue to work with clients as needed once they're successfully housed. A flexible schedule and some local travel are required.

Summary of Essential Job Functions:

- Facilitate screenings and intakes for those seeking shelter at Tim's House. This requires an understanding of the shelter setup and policies.
- Create and maintain a housing plan with clients and conduct one-on-one housing meetings with clients a minimum of once weekly. We are a client-centered program in which the client has full control of their housing journey - the Housing Advocate is there to provide information and encourage engagement.
- Assess client barriers to housing and utilize the organization's programs and those of partner agencies to ensure barriers are addressed and essential needs are met.
- Have a strong understanding of financial assistance programs, lease agreements, rental unit requirements and tenant rights. Assist clients with submitting applications and navigating appeals.
- Build and maintain strong working relationships with local landlords.
- Seek out clients experiencing homelessness outside of Tim's House Emergency housing program as caseload permits.
- Work with the Samaritan House Program Director and Housing Advocate team to express client needs and assist in obtaining monetary and in-kind donations as needed.
- Assist with regular statistical and programmatic reporting requirements.
- Maintain case files for each client in accordance with Direct Services Manual.
- Assist clients in keeping the shelter clean, safe and comfortable. Respond to emergency situations in a calm, effective manner. Report all shelter issues to the Program Director.
- Monitor policy and new research surrounding economic justice issues which may be pertinent to clients.
- Participate in community committees and coalition meetings relevant to issues regarding housing & homelessness.
- Participate in weekly staff meetings and regular supervision and programmatic meetings.
- Participate in regular meetings with community partners to collaboratively serve all those in need in our community.
- Represent Samaritan House in a professional manner in accordance with our mission, beliefs and values.
- Other duties as requested.

Minimum Requirements

- Bachelor's Degree in social or human services or combination of education and experience from which comparable skills and knowledge are acquired
- Clean driving record, valid driver's license and access to reliable private transportation

- Excellent organizational, computer, verbal and written communication skills; bilingual abilities a plus.
- In-depth knowledge of the causes and effects of homelessness, affordable housing, poverty, economic justice and multiple oppressions affecting economically vulnerable groups.
- Direct experience in advocacy and service provision to individuals affected by housing and economic insecurities.
- Knowledge of community resources.
- Assessment and case-planning skills.
- Must possess excellent written, oral, interpersonal and leadership skills.
- Demonstrated ability to collaborate with internal and external partners.
- Group facilitation skills including team building and conflict resolution.
- De-escalation skills and strong communication skills
- Willingness to work flexible hours, including weekends and evenings.
- Ability to uphold safety standards.

PHYSICAL DEMANDS/ WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may need to frequently sit or stand as needed. Reaching above shoulder heights, below the waist or lifting as required throughout the work day. Proper lifting techniques required. May include lifting up to 30 pounds on occasion. Ability to attend various meetings with other organizations, the public and the client. Ability to converse verbally and in writing with others regarding services with co-workers, businesses, organizations and federal and state agencies. Depending on service demands, some work may be outside the primary worksite.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

HR use only			
Union Status	Non-Union	Hiring Pay Range	\$21.90 - \$26.28 / hour
FLSA Status	Non-Exempt	Last Reviewed	December 2023

Physical Demands: Housing Advocate

The physical demands described here are representative of those that an individual must meet in order to successfully perform the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals with disabilities to perform these functions.

In an 8 hour workday, this job requires:

N = Never (0 hours per day)

R = Rarely (less than ½ hours per day)

O = Occasionally (½ to 2.5 hours per day)

F = Frequently (2.5 to 5.5 hours per day)

C = Continually (5.5 to 8 hours per day)

Lifting/Carrying (Amount of force exerted to lift and/or carry)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Pushing/Pulling (Amount of force exerted to push and/or pull)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Postures/Movements

Sitting (circle one):	N	R	O	F	C
Standing (circle one):	N	R	O	F	C
Walking (circle one):	N	R	O	F	C
Stooping, kneeling, crouching (circle one):	N	R	O	F	C
Reaching and/or grasping (circle one):	N	R	O	F	C
Hand/finger dexterity (circle one):	N	R	O	F	C
Climbing and/or balancing (circle one):	N	R	O	F	C
Carrying, pushing and/or pulling (circle one):	N	R	O	F	C

Cognitive/Sensitive						
Talking	(circle one):	N	R	O	F	☒ C
Hearing	(circle one):	N	R	O	F	☒ C
Sight (acuity)	(circle one):	N	R	O	F	☒ C
Touch	(circle one):	N	R	☒ O	F	C
Smelling/tasting	(circle one):	☒ N	R	O	F	C
Occupational Aspects/ Work Environment						
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals with disabilities to perform these functions.						
Working Inside	(circle one):	N	R	O	F	☒ C
Working Outside	(circle one):	N	☒ R	O	F	C
Changing Temperatures	(circle one):	N	☒ R	O	F	C
Wet/Humid Conditions	(circle one):	☒ N	R	O	F	C
Confined Spaces	(circle one):	☒ N	R	O	F	C
Use of computer	(circle one):	N	R	O	F	☒ C
Weekend/evening	(circle one):	N	R	☒ O	F	C
Areas of dust, odors, mold	(circle one):	N	☒ R	O	F	C
Mechanical, electrical hazards	(circle one):	N	☒ R	O	F	C
A flexible work schedule	(circle one):	N	R	☒ O	F	C
Fast paced and deadline oriented	(circle one):	N	☒ R	O	F	C
Warehouse environment, may be noisy	(circle one):	☒ N	R	O	F	C
Collaborating and working with others	(circle one):	N	R	O	F	☒ C
Travel time, with occasional overnight stays	(circle one):	N	☒ R	O	F	C
Work independently and with minimal supervision	(circle one):	N	R	O	☒ F	C
Other Aspects						
Infectious Agents	(circle one):	N	☒ R	O	F	C
Chemicals	(circle one):	N	☒ R	O	F	C

Employees must support C.V.O.E.O.’s mission consistently while performing their duties and while assisting C.V.O.E.O. in achieving the strategies and outcomes of our strategic plan. They must fulfill their individual responsibility to communicate suggestions, ideas, improvements and other constructive feedback to management. Additionally, every employee is responsible for following the guidelines set forth in the Employee Handbook,

The above is intended to describe the general content of, and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.

This job description reflects C.V.O.E.O.’s best effort to describe the essential functions and qualifications of the position described. This is not intended to be a contract for employment and either you or the employer may terminate employment at any time, for any reason. Your signature indicates that you have read this job description and understand the essential functions and essential qualifications of the position. You will be evaluated, in part, based upon your performance of the tasks listed in this job description.

Employee Printed Name: _____ Date: _____

Employee Signature: _____