



Job Description

Job Title:	Housing Search Advocate (Temporary)
Department:	Social Services
Reports to:	Social Services Manager
Hours:	Full-time, Non-Exempt, generally 8-5 M-F
Status:	Non-Exempt, Temporary (until December 29, 2017)
Compensation:	\$15.20 to \$16.50/hr (31,616 to 34,320 /yr) DOE, paid holidays and sick leave
Location:	Rockwood Multi-Service

Want to help make a difference? For almost 30 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has a Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as staff diversity trainings, assessing our equity as an organization and developing an equity lens for our work.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

What Human Solutions Can Offer You: We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 10 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan.

SUMMARY

This temporary position will provide strengths-based family advocacy and housing navigator work for Housing Choice Voucher (HCV) participants who have been unable to secure homes until the end of December 2017. Most of the participants will have experienced significant trauma and face multiple challenges. Confirm eligibility with Home Forward, perform housing search guidance and move-in assistance. Work in partnership

with adult family members to develop a housing plan that includes addressing housing barriers and identifying appropriate housing options. Utilize flexible Housing Assistance funds. Maintain relationships with landlords and property management companies. Deliver services within the framework of Assertive Engagement and Trauma Informed Care. Provide ongoing retention support as capacity allows including connecting participants with community resources.

CRITICAL PERFORMANCE FACTORS

1. Perform housing intakes with eligible HCV participants and set housing goals with them based on their strengths and barriers.
2. Conduct in-depth strength-based assessment with families to identify housing and work history, physical/emotional health, legal issues, debt, social support, strengths, struggles, and available resources.
3. Assist participants with housing search including helping them to overcome barriers to housing, assisting with letters of explanation and requests for reasonable accommodation where applicable.
4. Monitor participants' progress and needs.
5. Utilize flexible Housing Assistance funds available to benefit participants in their lease-up process.
6. Perform comparable rental unit searches as needed where available unit is over rent reasonable guidelines.
7. Perform move-ins ensuring that adults understand the rental agreement.
8. Meet families in the field, at the Family Center, and other locations around Multnomah County.
9. Meet regularly with other HCV housing navigators and with Home Forward to discuss program challenges and successes, modify program practices, develop best practices, etc.
10. Meet with HSI's housing specialist team and work with them to improve services and outcomes.
11. If providing retention services for a participant, assist them to develop and implement an individualized and flexible action plan with goals (based on the assessment), which systematically addresses the actions needed to achieve housing stability.
12. Apply Assertive Engagement and Trauma Informed Care skills to help families move forward with the goals they set for themselves.
13. Identify a broad range of community services available to participants to ensure successful and lasting housing placement and assist participants with connecting to such services, which may include, but are not limited to, housing stability, counseling services, and legal services.
14. Maintain relationships with landlords and property management companies and stay informed of the available housing inventory, with an emphasis on the appropriate priority.
15. Bridge relationships between landlords and participants by attending lease signings, advocating for participants in the application or appeals process, helping participants complete requests for Reasonable Accommodation, and other similar tasks.
16. Maintain current case notes for each assigned participant with regular entries regarding their activities to achieve goals.
17. Maintain accurate, complete, up-to-date documentation of service activities using Human Solutions procedures, forms and data reporting systems. Submit paperwork and complete data entry in a timely manner.

18. Participate in supervision meetings, department meetings, and Human Solutions All-Staff meetings.
19. Other duties as assigned.

QUALIFICATIONS

The successful candidate must be able to perform each essential duty satisfactorily. Fluency in any one of the following languages is preferred, but not required: Spanish, Arabic, Somali, Chuuk, Vietnamese, American Sign Language. The requirements listed below are representative of the knowledge and abilities required.

Knowledge of:

- Social, economic, and systemic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater housing stability and have greater control of their well-being.
- Community resources and agencies providing social services needed by homeless persons and those experiencing poverty.
- The effects of trauma and how trauma can impact individuals and families experiencing homelessness and poverty.
- Landlord / Tenant and Fair Housing laws.

Ability to:

- Work independently.
- Partner with participants to identify their strengths, needs, options and effective solutions.
- Non-judgmentally elicit information and help problem solve around sensitive issues including, but not limited to, alcohol and drug use, domestic violence, child abuse and mental health, and criminal activity.
- Plan and coordinate delivery of services.
- Empower and support families in life choices and change.
- Work with landlords to facilitate housing for hard-to-house families.
- Provide leadership and facilitate group process, and to relate and work cooperatively with all volunteers and staff.
- Develop and maintain productive working relationships within Human Solutions, with property managers, public and private agencies, the general public, and program participants.
- Provide culturally sensitive services to a broad diversity of homeless and formerly homeless families.
- Prepare and maintain clear, accurate, complete and timely records and reports.
- Understand and follow complex written and oral instructions, rules and procedures.
- Work independently and be a vital and contributing part of a team.
- Represent Human Solutions at inter-agency and funder meetings as requested by supervisor.
- Maintain professional boundaries with all families served.
- Maintain professional conduct within the agency, with community partners, and the public in the performance of work.

EDUCATION and/or EXPERIENCE

- Bachelor's Degree in social service/social sciences field with at least six (6) months case management experience including housing families or individuals; or any combination of education and work experience in social services and case management totaling four years.
- Experience with crisis intervention, community networking and resource development.
- Experience delivering services using Assertive Engagement techniques (i.e. Strength Based Case Management, Motivational Interviewing (Assertive Community Treatment).
- Bi-lingual, bi-cultural. Preferred but not required.
- General computer and word processing skills and willingness to learn other computer skills.
- Rent Well Instructor certification preferred, but not required.

TRANSPORTATION

To perform the job effectively and efficiently, the successful applicant needs a reliable automobile, current Driver's License and current automobile insurance carrying 100/300 limits of liability.

PHYSICAL DEMANDS

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 is regularly required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee frequently is required to stand; walk; sit; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

There are animals at the Family Center Shelter.

TO APPLY

Please send resume with cover letter and three professional references to: Tammy Montgomery, Social Services Manager, via email at tmontgomery@humansolutions.org. References need not be written, simply the names and contact information for three people who are familiar with your work. At least one should be a supervisor or former supervisor. Open until filled. Applications will be reviewed as quickly as possible after submission. No phone calls please.