

Brethren Housing Association Position Description

Title: **Family Advocate***

Department: Program

FLSA Status: Salaried Exempt (Full-time)

Reports To: Program Director

Incumbents:

Updated: August 9, 2021

**NOTE: The core content of this position description applies to Family Advocates who work primarily either with participants in the Transitions, Next Steps, or Side-By-Side Programs, which may include participants in the Transitions Program via the Dauphin County Children and Youth Services (CYS) partnership. Your primary area of concentration among these programs will be pointed out to you at your time of hire. The incumbent may be tasked to work in multiple areas of concentration.*

General Summary

Carries out his/her work in close coordination with the entire Program Team, as well as other BHA Staff. The Program Team's goal is to help each family in BHA's housing programs to set and achieve several specific and significant goals. In addition to working with families in the Transitions Program, the Family Advocate may also serve families in the Side-By-Side and Next Steps Programs.

Essential Duties and Responsibilities include the following:

- Participate in interview and selection process of families into BHA's housing programs in coordination with Program Team.
- Orient new families in accordance with established orientation process.
- Meet with assigned participants to develop and follow up on Goal Plans focused on addressing housing barriers, tools and resources needed to obtain and maintain permanent housing.
- Provide advocacy and/or referrals as needed to other community agencies that support the families' stability.
- Be on-call to address participant emergencies only. All other concerns will be addressed during the next business day to maintain healthy boundaries and teach problem solving skills.
- Develop and maintain healthy working relationships with landlords in the Side-by-Side program.
- For the Side-By-Side program, manage the renewal of the lease and ensure subsidy payments are made to the housing provider.
- For the Side-By-Side program, support the participant to meet all tenant obligations as outlined in the lease and agreement.
- Documentation:
 - Maintain complete and up-to-date participant files, including entering participant data and case notes onto BHA server in a timely manner.
 - Enter data into county wide HMIS database in a timely manner.
 - Document participant meetings and progress in case notes, completing incident reports as needed.
 - Maintain participant records in a confidential manner and in compliance with program guidelines and any applicable regulations.
 - Work with Program Team and other BHA Staff as needed to maintain and enhance our outcome tracking and program curriculum.

- For families who are funded through CYS, comply with all deliverable expectations as outlined in the contract and maintain regular communication with CYS.
- For families who are funded through CYS, attend court and provide court testimony as needed.
- Assist with annual HUD renewal application and Annual Performance Report for the Side-By-Side Program
- Other Program Responsibilities:
 - Take part in regular supervision meetings and case review with Program Director.
 - Take part in regular Program Team meetings to ensure team-wide work coordination and communication.
 - Attend Support Group sessions, assist with leading and preparing for group as directed by the Program Director.
 - Conduct regular apartment inspections in coordination with Program Director
 - Provide participant transportation when necessary.
 - Continue professional development by attending workshops/classes beneficial to job and organizational improvement.
 - Represent BHA favorably in the community through participation on community committees and other community events as approved by Program Director.
 - Assist in educating work groups and other BHA supporters (donors, volunteers, churches, business leaders, etc.) to the realities of homelessness and the families we serve and our programs.
- General BHA Staff Responsibilities:
 - Participate in weekly BHA staff and prayer meetings.
 - Participate in BHA Community Events (summer picnics, participant graduation parties, BHA banquet, etc.).
 - Other duties as assigned by the Program Director or Executive Director.

Education and Experience

- Minimum Bachelors Degree (Masters Degree preferred) in Social Work or related field.
- 2-4 years' successful experience in a Case Manager role working for a social service agency.

Skills, Abilities, Competencies

- Warm, caring personality, but also firm, able to set boundaries for the good of self as well as program participants.
- Excellent verbal / written communications and listening skills.
- Proficiency in use of motivational interviewing style of case management.
- Organized professional able to manage people requirements and paperwork requirements of demanding case management workload.
- Able to teach/model habits of healthy living in terms of financial management, goal setting, professionalism, and relationships.
- Self-motivated team player. Works well independently, but also as a team member.

- Empathic to the needs of low-income single-parent families in crisis, and persons dealing with addictions and abuse, either through personal experience facing these issues or strong levels of compassion and patience.
- Basic proficiency with Microsoft Office word processing and data entry software.
- Commitments and values are consistent with mission and core values of BHA.
- Sensitivity to persons of various cultural, ethnic and socio-economic backgrounds.

Certificates, Licenses, Registrations

- Valid driver's license and regular access to a reliable vehicle.

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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee will need to sit (at times for extended periods) or stand as needed. May require walking primarily on a level surface during the workday. Reaching above shoulder heights, bending stooping or lifting (up to 40 pounds) to file documents or move materials during the workday.

Work Environment

The work environment is that most often found in a traditional office setting with primary overhead lighting. The room temperature is typically controlled automatically, and the air quality is typically good.

Other Duties

Please note, this position description is not designed to cover or contain a comprehensive listing of duties, responsibilities, and activities that are required of the employee in this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

Program Director

Date

Executive Director

Date

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee

Date