

Brethren Housing Association  
Position Description

Title: *Family Advocate*\*  
Department: Program  
FLSA Status: Salaried Exempt (Full-time)  
Salary Range: \$45,000-\$47,000 per year

Reports To: Program Director  
Incumbent:  
Updated: August 8, 2024

General Summary

The Program Team's goal is to help each family in the BHA's housing programs 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 Permanently Affordable Housing Program. Carries out his/her work in close coordination with the entire Program Team, as well as other BHA Staff.

Essential Duties and Responsibilities include the following:

- Participate in the interview and selection process of families into BHA's Transitions Program in coordination with the Program Team.
- Orient new families in accordance with the established program policies and procedures.
- 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.
- 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 and BHA 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 agency policies and procedures 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.
- Other Program Responsibilities:

- Take part in regular supervision meetings and case review with the Program Director.
  - Take part in regular Program Team meetings to ensure team-wide work coordination and communication.
  - Attend Life Skills sessions on Monday evenings; assist with leading and preparing for Life Skill Classes as assigned by the Program Director.
  - Conduct regular apartment inspections in coordination with Program Director
  - Help prepare BHA apartments for new families, when applicable
  - Provide participant transportation, when necessary, to help them with their goal plan.
  - Continuing professional development by attending workshops/classes which are 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.) about 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

- Bachelor's degree in social work or related field required.
- 2+ years of 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.
- Ability to complete tasks independently, thoroughly, and on time.
- Must have a high level of organizational skill and great attention to detail.
- 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.
- Problem solving, analytical, communication and crisis management skills are necessary to assist participants who may be in distress
- Basic proficiency with Microsoft Office word processing and data entry software.

- Commitments and values are consistent with the 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. Employees will need to sit (at times for extended periods) or stand as needed. May require walking primarily on a level surface and up several stairs, when applicable, 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 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.