



Housing Advocate Job Description

Job Summary: The Housing Advocate is responsible for overseeing the day-to-day operations of the ALC Safehouse. Responsibilities include overall management of the safehouse and supervision of maintenance staff and volunteers. The Housing Advocate is a direct services position which provides support, advocacy, options and referrals to victims of crime including domestic violence and sexual assault. The Housing Advocate is responsible for maintaining the agency 24-hour crisis line on a rotating basis and reports the Advocacy Manager. This position requires a commitment to assisting victims, the ability to establish and maintain professional boundaries, strong communication skills, and the acceptance of social and cultural diversity.

Direct Client Services

- Provide crisis intervention, follow-up, support, advocacy, information and referrals to victims both in-person and over the phone (through the 24-hour crisis hotline).
- Cover the 24-hour crisis line on a rotating basis and respond on-scene to provide emergency services to victims of crime.
- Conduct check-ins with clients and provide necessary follow-up advocacy.
- Assess victim safety and assist with safety planning including the arrangement of safehouse, hotel/motel accommodations or other housing options as needed.
- Hold meetings with safehouse residents to foster a safe safehouse environment.
- Assign and monitor completion of daily chores with program residents.
- Attend to daily needs of safehouse residents and identify needs for safehouse facility.
- Distribute food, personal care items and household goods to safehouse residents as needed.
- Arrange for birthday and holiday celebrations for clients.
- Provide advocacy on behalf of clients working with community-based systems such as law enforcement, courts, social services, mental health providers, substance abuse services, etc.
- Identify resources within the community and maintain good working relationships with community programs aiding clients.
- Accompany clients to appointments and meetings to secure financial assistance, explore long-term housing options, arrange for childcare and obtain legal assistance.
- Provide legal advocacy including assistance with protection orders, victim's compensation, divorce filings, child support and criminal/civil court support.
- Distribute and collect client surveys.
- Develop programming for clients including domestic violence support group and other relevant client activities.
- Immediately report suspected neglect/abuse to the Advocacy Manager.
- Collaborate with Diversity Services Coordinator when a Latina survivor, youth survivor or survivor identifying as LGBTQI is housing insecure.
- Coordinate with the Housing Coordinator and Diversity Services Coordinator to facilitate support groups in the safehouse when the safehouse is fully occupied.
- Provide assistance with other direct services components of programming as needed.

Indirect Client Services

- Oversee, coordinate and manage safehouse maintenance and facility repairs.
- Supervise maintenance staff and volunteers working in the safehouse.
- Maintain safehouse budget in coordination with the Advocacy Manager.
- Document all household maintenance issues.
- Submit pertinent safehouse data and information to the Advocacy Manager.

- Clean, sanitize, and prepare newly vacated bedrooms to be ready for new client arrivals.
- Perform safety checks (outlet covers, storage of toxic cleaners, etc.) and immediately resolve any safety concerns in the safehouse.
- Ensure compliance with internal policies and procedures which pertain to the safehouse.
- Ensure compliance with federal, state and local laws which pertain to the safehouse.
- Maintain clothing bank and keep volunteers and staff apprised of current donation needs.
- Calculate and record the in-kind value of donated goods.
- Maintain client records. Compile client data and information and complete program reports.
- Develop and maintain good working relationships with key local and statewide contacts.
- Maintain professional and effective working relationships with other organizations, community leaders, and ALC's board, staff, and volunteers.
- Foster an inclusive safehouse and office environment in which all clients are treated equally, regardless of race, ethnicity, national origin, disability, sex, sexual orientation, gender expression, gender identity or religion.
- Perform other related duties as assigned.

Minimum Requirements:

- Robust understanding of issues facing victims of domestic violence, sexual assault and other violent crimes
- Commitment to providing client-centered, empowerment-based services to victims of crime
- Able to pass background check
- Valid driver's license, reliable transportation, proof of insurance and clean driving record

Desired Qualifications:

- Bachelor's Degree preferred. High School Diploma or Equivalent (G.E.D.), or Associates or Arts Degree accepted
- 1-3 years experience working with at-risk clients and related programs

Some evening, weekend, and overnight work will be involved

Applicant must be able to respond to Lake County within 45 minutes of dispatch to fulfill on-call responsibilities

Full-time, benefited, non-exempt professional position

This job description is subject to periodic review by the Board of Directors

ALC is an Equal Opportunity/Affirmative Action Employer

Work Conditions: The majority of the duties for this position are performed within an indoor environment, although travel between work sites may be required. The incumbent may be exposed to some noise (electrical, mechanical or human) on an occasional basis, and other related hazards associated with an office environment.

Career Track: This position is grant funded and dependent upon ongoing grant funding. The current grant funding is scheduled to end in December 2020, though ALC is confident the grant will be renewed and funding will be secured moving forward as well.

I understand the job duties and requirements outlined above and will approach my immediate supervisor if I have questions regarding these duties or my performance of the same.

Signature

Date

Printed Name