



## Job Description

<b>Job Title:</b>	Housing Advocate
<b>Department:</b>	Mission Impact
<b>Reports To:</b>	Hospitality & Property Director
<b>FLSA Status:</b>	Nonexempt
<b>Reviewed By:</b>	Axiom HRS
<b>Updated Date:</b>	11/9/18
<b>Approved By:</b>	Executive Director
<b>Approved Date:</b>	

**JOB SUMMARY:** The Housing Advocate represents the core values and mission of the organization and is responsible for providing appropriate housing assessments, referrals, and resources to applicants and program participants; facilitating housing workshops and curriculum; and developing relationships with housing providers in the greater Indianapolis area.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Ensures all program services are delivered according to the voluntary services model, are in compliance with all funding source guidelines, empower all clients to achieve goals to assist them in improving wellbeing according to the adopted Full Frame Initiative's Five Domains of Wellbeing, and are provided in the spirit of Coburn Place's guiding mission, vision, and values.
2. Housing Advocacy:
  - Assesses program participants' barriers to housing; provides ongoing direct advocacy, education and referrals to adult program participants to aid in their successful transition to safe, affordable permanent housing. Develops a housing plan with each adult program participant, including those on the waitlist for transitional housing. Provides appropriate referrals to ineligible applicants.
  - Researches, identifies, recommends and recruits activities and resources for supportive services.
  - Maintains and presents a relevant housing curriculum (such as Rent Smart, Building a Future, etc.) and ensures adequate and appropriate individual and group sessions are provided to empower clients to achieve housing goals.
  - Engages with local housing service providers (such as Fair Housing of Central Indiana and Indianapolis Neighborhood Housing Partnership) as part of a robust curriculum and referral system.
3. Leasing and Section 42 Low-Income Housing Compliance:
  - Works in conjunction with the Mission Impact team to provide residents who fail inspections, or who are issued lease violations due to inspections, resources, training, and referrals to address needs and increase knowledge of successful tenant behaviors for future housing situations.
  - Maintains compliance with Section 42 and other required regulations; participates in unit physical inspections; initial certifications and annual re-certifications; prepares for audits, file



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- monitoring and site visits by equity partners and other funders; ensures compliance with fair housing and Indiana landlord and tenant laws.
- Responds to residents' reports of income, asset, and household size changes; calculates annual household income, documents methodology, and prepares notification letters for program participants.
  - Maintains resident Section 42 files in audit ready condition.
  - Obtains and reviews required information and documentation to qualify applicants for transitional housing using Section 42 guidelines.
  - Accurately performs interim and annual re-certifications for all residents in a timely manner (no less than 90 days), including preparation of letters to residents and submission of third party inquiries.
  - Oversees the move-in and move-out process for applicants and residents in coordination with the Advocacy team, Volunteer and Resource Coordinator, and Hospitality & Property Director. Ensures delays in occupancy are avoided.
  - Implements the rules of occupancy; investigates and resolves tenant complaints; and, develops selection and retention strategies to monitor 100% occupancy.
  - Conducts outreach to potential Coburn Place program participants and represents Coburn Place in the community by establishing partnerships and relationships with other domestic violence service and housing providers.
  - Maintains applicant wait lists, purging and updating as necessary and in an accurate and timely manner.
4. Promotes an open and supportive flow of communication among departments to ensure the provision of seamless and holistic supportive services to all program participants.
  5. Completes all reporting requirements within the designated timelines. Assist other staff with reporting requirements by providing information, statistics, and operating summaries.
  6. Enters program participant documentation into ClientTrack in an accurate and timely manner.
  7. Identifies opportunities for volunteer, financial, and in-kind resources and communicates these prospects to the Advancement Department. Actively engages program volunteers by providing adequate supervision and job-related training. Maintains knowledge and awareness of volunteer policies and procedures.
  8. Promotes breaking the cycle of violence and shares Coburn Place's story in the community. Engages in meetings and workshops that enhance the mission of organization.

**SUPERVISORY RESPONSIBILITIES:** This job has no supervisory responsibilities.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of Coburn Place. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

**COMPETENCIES:**



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**Organization-related Competencies** – To perform this job successfully, all employees of Coburn Place should demonstrate the following competencies;

**Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of Coburn Place above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports Coburn Places' goals and values; Benefits Coburn Place through outside activities; Supports affirmative action and respects diversity.

**Oral/Written Communication** – Speaks clearly and persuasively in positive or negative situations; Lists and gets clarification; Responds well to questions; Demonstrates group presentation skills and participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Job-related Competencies** – To perform this job successfully, employees should demonstrate the following competencies;

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

**EDUCATION and/or EXPERIENCE:** Bachelor's Degree (B.A. /B.S.) in business or other related field; and two plus year's related experience and/or training; or equivalent combination of education and experience is required. Previous operations or leasing experience in a non-for-profit environment working with domestic violence survivors is required.

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, program participants, customers, and the general public.



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**MATHEMATICAL SKILLS:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**REASONING ABILITY:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:** A valid Indiana driver's license is required for this position. Fair Housing Certification and Section 42 Compliance designation is desired. CPR and First Aid certification are required and training in blood borne pathogens and universal precautions is required.

**OTHER SKILLS AND ABILITIES:** Computer software skills required include: Microsoft Outlook, Word, Excel, PowerPoint and Adobe. Ability to operate a printer, copy machine, scanner and other office equipment is desired. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly. In addition, this position requires a general understanding of leasing practices as they apply to government regulations, while paying close attention to detail is essential. Experience working with a property and/or program participant management software program is desired.

**OTHER QUALIFICATIONS:** Candidates in this job must have an understanding of and experience working with individuals in crisis situations. The ability to maintain proper boundaries with program participants while having empathy for their domestic violence situation is critical. The ability to maintain rapport with a diverse group of program participants, employees and service providers is essential. Candidates must also possess group facilitation skills and crisis and/or self-help counseling skills. This job may require both local and out-of-state travel. Bilingual candidates are desired.

**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 duties and responsibilities.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will stand; walk; and lift and/or move up to 25 pounds. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp



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focus).

**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 duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts, the risk of electrical shock, fumes or airborne particles, toxic or caustic chemicals and outdoor weather conditions when traveling away from the office for meetings, seminars, etc. The noise level in the work environment is usually moderate.

### SIGNATURES:

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Incumbent's Signature

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Incumbent's Printed Name/DATE

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Executive Director's Signature

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Executive Director's Printed Name/DATE