

ICCF
Inner City Christian Federation
Position Description

Job Title: Housing Advocate

Department: Housing and Family Services

Reports To: Resident Engagement Manager

FLSA Status: Exempt/Full-Time

SUMMARY

The Housing Advocate adjusts and implements successful neighbor engagement programs, promotes successful housing experiences within ICCF programs, and ensures effective delivery of housing education, family self-sufficiency, individual development account, permanent supportive housing, and counseling services to individuals and families seeking housing stability and homeownership.

Job functions include team collaboration, program development, outcomes planning and improvement, resident event planning and execution, focus groups and surveys, and relationship building to support residents to meet their personal and housing goals. Goals of this program include increased opportunity, strong relationships and housing stability. Spanish and English speaking and writing ability preferred.

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

Works with program participants and resident to evaluate current personal and family circumstances, finances, employment, and other factors that may impact housing situations, including, personal and goal development and attainment including housing plan, budgeting, credit report analysis, etc.

Counsels program participant(s) individually, in family, or in other small groups regarding plans for meeting various needs, and aids in the mobilization of resources.

In collaboration with resident engagement team and housing counseling team, leads, plans, writes and updates class curricula; facilitates Introduction to Home Ownership, and other resident engagement education classes in sufficient quantity to accommodate community wide and ICCF Resident demand.

Works with program participants to resolve housing obstacles.

Develop, implement and continuously improve dynamic, effective and outcomes based resident programs and services to meet community demand.

Maintains a caseload of clients, including briefing, communicating education requirements and follow up activities to facilitate homeownership and housing opportunities, including permanent supportive housing, individual development account, and family self sufficiency. Compiles records and prepares reports on program participants.

Identifies and maintains information for community resources.

Conduct marketing, speaking engagements and community outreach activities within the community for ICCF programs and services. Develop and maintain a thorough familiarity with resources available within the community particularly for low- and moderate-income individuals and families in cooperation with ICCF staff.

Collaborate with team members including REDM, HFS and other partner “lead agencies” to develop and implement measures of effectiveness and quality of resident services and programs, including facilitating resident housing concerns and celebrating successes.

Communicate effectively with ICCF residents including newsletters, face-to-face outreach and support, etc.

Collaborate with ICCF and partner agency colleagues to identify, establish and implement processes that will ensure efficient operation of grants, programs and services.

Maintain all program records in a timely fashion, producing monthly and/or quarterly reports to appropriate funding and monitoring agencies (e.g. utilizing HMIS, RxOffice, client management systems, etc.). Maintain comprehensive documentation on all clients sufficient to fulfill program evaluation and reporting obligations.

Execute data entry functions (Vista Share Outcome Tracker, RX Office, MIS IDA, Access, Excel, Moodle, Google doc, Twitter, and etc.) for Housing and Resident Engagement programs as required.

Uphold social work ethical standards.

Abide by the Mission and Values of ICCF.

Conduct other duties as assigned by the Resident Engagement Manager or Vice President of Housing and Family Services.

Collaborates with colleagues and fellow leaders to create systems and structures that facilitate assets-based client support.

Assist in outreach and promotional efforts to residents of ICCF rental properties.

Provides Lender Referral counseling to prospective or current homeowners.

Monitor contracts with supporting employers and fulfill obligations set forth, including yearly billing for program participation, lien restriction assistance, etc.

Contribute to development of funding requests by providing outcome data on program participants.

When appropriate assist with various HFS administrative and program activities.

SUCCESSFUL CANDIDATES WILL POSSESS:

- Passion for and commitment to achieving justice and equity in housing
- A high degree of initiative, independence and tenacity; able to identify and prioritize actions towards a goal
- Effective communication skills – verbal, written, presentation– with audiences diverse in age, race, etc.

Racial and cultural competence - an understanding of the role of race, culture, class and power and the willingness to disrupt patterns of inequity inherent in systems and institutions

- Ability to build relationships quickly and authentically
- Willingness to collectively and personally work to close persistent opportunity gaps based on race, class, culture and power
- A sense of optimism and an assets-based way of viewing people and situations
- Knowledge of culturally responsive adult instruction
- An orientation towards problem-solving- experience identifying root causes and developing results-oriented solutions
- Collective Responsibility – strong commitment to team with colleagues and partners by holding responsibility for successes and growth opportunities
- Demonstrated experience working in collaboration with others to effect change

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

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, clients, customers, and the general public. Spanish and English speaking, writing and translation ability preferred.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Michigan Driver's License and acceptable driving record. HUD Housing Counseling, Financial Capabilities and Home Ownership certifications preferred; willingness to become certified required.

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.

COMPENSATION

Compensation commensurate with experience.

We offer a benefits package that includes medical/dental/vision insurance, accrued paid leave time as well as a retirement plan.

Inner City Christian Federation is committed to equal employment opportunity in its hiring and employment practices and policies for all staff members and applicants for employment without regard to race, color, gender, sexual orientation, national origin, age, physical ability, marital status or veteran status.