Housing Services Advocate

Location:
Lawrenceville, NJ

Position Type/Classification:
Full-Time/Exempt

Reporting to:
Director of Housing Stability

Compensation:
$46,000 - $52,000

Organizational Overview

The mission of HomeFront is to end homelessness in Central New Jersey by harnessing the caring resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We give people skills and opportunities to ensure adequate incomes and to increase the availability of adequate affordable housing. We help families experiencing homelessness advocate for themselves individually and collectively.

Job Summary/Objective

HomeFront is seeking a Housing Services Advocate on the Housing Stability team to serve as the initial point of contact for individuals and families experiencing housing crises in Mercer County who call the the HomeFront Housing helpline. The Advocate will engage each individual seeking assistance in a problem-solving conversation to identify formal and informal resources and assess for HomeFront program eligibility. The Housing Services Advocate is able to respond to crises, primarily on the phone, operating in a fast-paced environment with significant attention to detail. The Advocate will be able to quickly engage and assess individuals and families experiencing housing crises utilizing a strength-based approach, to provide guidance through a trauma-informed lens and offer appropriate referrals and linkages to HomeFront and other resources, to best meet their needs.

The successful candidate is able to navigate through difficult conversations, identify key information to determine available options to resolve the housing crisis, and communicate clearly, while demonstrating compassion and ensuring the individual seeking assistance understands next steps toward resolving their challenge.

Essential Job Functions/Responsibilities

- Engage with referrals and callers to the housing helpline seeking financial assistance for housing
- Support clients through strengths-based problem-solving discussions designed to address challenges and barriers surrounding their housing needs
- Maintain an in-depth understanding of current funding sources and funding criteria to ensure individuals are being referred to appropriate resources, internally and externally
- Track all calls and communications received on shared spreadsheets and in client database (Apricot)
- Promptly return all communications and screen for assistance needed.

- Attend and participate in local community meetings and collaboration partnerships, as needed
- Engage with Housing Stability team members to ensure continuity of care and careful attention to the needs of the families being served
- Develop and maintain collaborative relationships with HomeFront departments and external resources to ensure a holistic delivery of services to meet individuals' and families' needs
- Ensure and protect agency, employee and client confidentiality

Required Experience and Education

- Associate's degree in Social Work or related field
- Two years of social service experience
- Bilingual (English and Spanish)
- Strong verbal and written communication
- Intermediate computer and Microsoft Office skills
- Valid Driver's License

Preferred Experience and Education

- Familiar with Mercer County community and social services
- Familiarity with government-funded rental assistance programs
- Experience with Apricot or other client management software programs

Physical Demand

- This job operates in an office setting as well as in the field, using standard office equipment such as computers, phones, calculators, copiers, fax machines, and file cabinets
- Ability to sit, stand, walk, climb steps, bend and lift up to 30lbs
- Exposed to weather conditions prevalent at the time

Schedule

- Monday 9am-5pm, Tuesday 10am-6pm, Wednesday-Friday 9am-5pm. Flexible scheduling may be required based on client need and availability.

Travel

- Travel is primarily local during the business day

Remote Work Eligibility

- Eligible to Work Remotely in emergency conditions (e.g. inclement weather)

Disclaimer

This position description neither constitutes a contract of employment nor is designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Company may exercise its employment-at-will rights at any time.

HomeFront, Inc. is an equal opportunity employer. We welcome employees and prospective employees without regard to race, religion, national origin, gender, age, disability, marital status, gender identity or expression, sexual orientation or veteran status.