

Housing First Advocate/CMGR, Part Time

Position Title:	Housing First Advocate
Department:	Support Services
Accountable to:	Associate Director of Housing
Classification:	Non-Exempt, Part Time Regular, Hourly, Non-Management

Join a passionate, dynamic team dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all. Reporting to the Crisis Intervention Manager, the Crisis Intervention Advocate provides crisis counseling, safety planning, community referrals, and information to individuals and families impacted by domestic violence, sexual assault and human trafficking. Scope of work includes 24-hour crisis-line response duties, crisis counseling sessions, and client intake and needs assessments.

Leveraging your comprehensive understanding of feminism and a strong commitment to social justice, the ideal candidate exhibits superior interpersonal and empathic skills, and a sensitivity to domestic violence and sexual assault issues, trauma, gender equity and client-centered service provision, this role acts independently and as part of a larger, dedicated team.

Purpose of Position:

The Housing First Advocate provides case management, crisis counseling, safety planning, community referrals and domestic violence education to individuals and families residing in the YWCA Silicon Valley's community-based housing programs. To encourage survivor self-determination, services to be delivered through a strengths-based, non-judgmental and trauma-informed lens that aligns with the YWCA Silicon Valley's mission of eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. The Housing First Advocate conveys empathy, respect and compassion to survivors when delivering services. The Housing First Advocate is a member of a high-performing team and supports all activities related to the coordination of permanent housing stability and operations, including housing search, landlord recruitment, tenant-landlord mediation, home visits and direct advocacy. The Housing First Advocate must not fail in effectively communicating survivor needs to the Housing and Shelter teams and/or any non-compliance of program guidelines. To ensure safety, the Housing First Advocate must not fail to respond effectively to safety threats, conflicts and crisis situations. The Housing First Advocate must deliver case management services within the community-based, scattered-site permanent housing units throughout Santa Clara County.

Essential Functions & Responsibilities:

Client Service

- Manage a caseload of survivors of domestic violence; assess housing and service needs, arrange, coordinate and monitor the delivery of individualized services, develop goal plan to assist them in maintaining permanent housing.
- Conduct housing search to assist clients in obtaining permanent housing that meets clients' safety and needs.
- Recruit landlords to take part in the YWCA Housing Programs and enter lease agreements with clients by use of marketing and negotiation skills.

- Conduct comprehensive, needs assessments to collect psycho-social, financial, employment, housing, educational, and health information as appropriate to develop a case plan, using strength-based, cultural competent approaches, to assist the survivor in maintaining permanent housing
- Monitor and document progress of clients on a weekly basis, determining quality and effectiveness of services provided.
- Provide crisis counseling, DV education, safety planning, community referrals to adult survivors of domestic violence and their children both in person and on the phone using a strength-based, client-centered, trauma-informed approach.
- Effectively advocate for survivors with outside agencies and community organizations, including accompaniment.
- Manages crisis situations and adheres to safety and program protocols.
- Assist in facilitating tenant-landlord resolutions and negotiation when needed.
- Provides translation and interpretation services for survivors when needed.
- Establish and effectively communicate with participants, team members and others as appropriate, consulting with shelter-based case managers regarding client referrals to appropriate housing resources.
- Transport clients as deemed necessary. Transportation requirements should be limited to housing search services.
- Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenants, landlord, referral source, collaborating agencies, debtors and creditors).

Administration

- Maintain timely case management files for all clients according to the agency and grant guidelines
- Ensure that monthly statistical reports and other reports as required by the agency and funder are produced and accurate.
- Report progress of families placed in permanent housing on a weekly and monthly basis in project team meetings.
- Participate in monthly and quarterly case conference meetings; assist service staff in evaluation of clients housing stability and in reducing barriers to service.
- Collect and report confidential program data, including but not limited to CoC reporting and funders' required data.
- Recertify clients for continued financial assistance.
- Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
- Provide information and referral assistance regarding available housing support to domestic violence service agencies and/or community programs.

Additional Duties

- Serve on priority, designated community committees representing the YWCA
- Serves on designated YWCA operational teams, task forces, and/or committees
- Nurtures and forms meaningful internal and external working relationships and partnerships
- Advance the mission, vision and values of YWCA Silicon Valley
- Support the achievement of YWCA Silicon Valley's strategic plan
- Identify and pursue opportunities for professional development
- Additional duties as assigned by Housing Coordinator and Support Services Director

Knowledge, Skills and Abilities Required:

- Bachelor's degree in human services or related field or equivalent combination of education and experience in housing industry.
- Minimum of two years of experience working in social services or with strong knowledge of Santa Clara County community resources.
- Excellent formal and informal written communication skills.
- Ability to exhibit warmth, empathy and supportiveness to people, especially when they are experiencing a trauma response or hostile.
- Ability to work with culturally and socio-economically diverse populations.
- Committed to direct, open and non-violent communication.
- Ability to work independently and with a high-performing team.

Desirable Qualifications and Experience:

- Bilingual, bi-cultural and bi-literate skills highly preferred. Spanish, Mandarin, or Vietnamese languages.
- Prior experience providing case management or advocacy-based counseling highly preferred.
- Motivational Interviewing skills highly preferred.

Working Conditions:

- Prolonged periods of standing
- Frequent local travel
- Lifting equipment up to 40 pounds

Special Conditions of Employment

- Certification as a 40-hour trained California State Sexual Assault Counselor and 40-hour California trained Domestic Violence Counselor (Training will be provided)
- Valid TB Test
- Fingerprint and have cleared DOJ background check
- Valid California driver's license, reliable transportation and auto insurance

To apply, please send resume, salary requirements and cover letter to HR@ywca-sv.org