



JOB DESCRIPTION

JOB TITLE: Permanent Housing Advocate	
Job Family: Advocates and Other Direct Service	Supervisor: Housing Programs Manager
Classification: Full-Time; Non-Exempt; Hourly	On-Call Responsibilities: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Expected Schedule/Hours of Work: 40 Hours per Week Tuesday - Saturday or Sunday – Thursday business hours with some evenings required	
Title(s) of Immediate Subordinates: N/A	Total Number of Employees Supervised: Directly: 0 Indirectly: 0

POSITION SUMMARY:

The Permanent Housing Advocate is responsible providing support, advocacy, and case management services to adult and child survivors of domestic violence who are participating in the Hope House Permanent Housing Program. The Permanent Housing Advocate will also help represent the agency and coordinate its housing efforts within the greater Kansas City Continuum of Care system, and provides on-call coverage on a rotating basis.

ESSENTIAL FUNCTIONS:

- Provide for the immediate emotional, psychological, and physical health and safety needs of clients, including crisis intervention, safety planning, and assistance filing orders of protection.
- Provide personal advocacy and emotional support to clients by completing assessments, identifying strengths and needs, helping clients manage practical problems caused by experiencing domestic violence, finding resources, providing meaningful referrals, and offering follow-up support.
- Provide on-going case management and support to clients through meetings and regular contact to focus on client-identified goals and needs.
- Use a strengths-based approach to help clients develop housing plans and reasonable household budgets.
- Ensure that safety planning and education about domestic violence is provided to empower clients to make decisions.
- Thoroughly complete intakes and ensure that proper information is documented accurately.
- Participate in continuous quality improvement activities such as maintaining quality assurance standards and ensuring accurate and timely data entry and reporting.
- Act as liaison between clients and other service providers.
- Cultivate new and on-going relationships with other housing providers, including private landlords.



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- Engage in activities that support a coordinated and comprehensive response to survivors of domestic violence and their needs, such as participation on task forces, work groups, and committees.
- Provide on-call assistance on a rotating basis by responding to call-outs at the hospital and/or local police departments.
- Follow all Hope House service philosophies, policies, and procedures.
- Perform other duties as requested.

IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- Speak effectively in a group setting.
- Maintain appropriate boundaries when working with clients, agency personnel, and community partners.
- Maintain confidentiality, neutrality, and professionalism in role.
- Multi task and work in a fast paced environment.
- Work effectively with persons who have diverse styles, abilities, motivations, and backgrounds.
- Demonstrate basic computer and digital literacy skills.
- Demonstrate excellent organizational skills and follow through.
- Demonstrate general knowledge of the dynamics and causes of domestic violence and a commitment to end domestic violence as a social problem.
- Demonstrate general knowledge of the causes and effects of homelessness.
- Demonstrate general knowledge of the social service sector and a working knowledge of mainstream and private benefits.
- Adapt to change productively and handle other tasks as assigned.
- Arrive to work promptly and regularly.
- Concentrate and perform accurately.
- Work a variety of schedules, depending upon the needs of the program.
- Demonstrate strong written and oral communication skills.

Post offer, pre-employment screening requires successful completion of a Children's Division screening and criminal background check; and valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record report.

WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, climb, hear, and reach with hands and arms. The employee may occasionally lift and or move objects weighing up to 25 pounds. Specific vision abilities required by this job include close, distance, color, peripheral, depth perception and ability to focus.



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TRAVEL REQUIREMENTS

This position will be required to travel throughout the greater Kansas City metropolitan area and between Hope House locations. Periodically, this position may be asked to transport clients in their own vehicle or in the company vehicle with a valid driver's license.

EDUCATION AND EXPERIENCE:

MINIMUM QUALIFICATIONS:

- A bachelor's degree in social work or comparable human services field or a minimum of five years of direct care experience in human services.

PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish.
- Prior experience working with survivors of domestic violence.
- Knowledge of local community resources, particularly within the homeless community.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice.

Hope House is an Equal Opportunity/Affirmative Action Employer