

**SPECIAL SERVICE FOR GROUPS**  
**JOB DESCRIPTION**

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<b>Title:</b> Resident Advocate (FCHN)	<b>Division:</b>	HOPICS/CES - Families
<b>FLSA:</b> Non-Exempt, Full time (40hr/wk.)	<b>Supervisor:</b>	FCHN Program Manager
<b>Pay Range or Rate:</b> DOE	<b>Revised:</b>	11/6/19

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Summary

Under the direction of the Family Crisis Housing Network Program Manager, The Resident Advocate serves as the point of contact for the families currently enrolled in SSG/HOPICS' Family Crisis Housing Network. The incumbent ensure the housing meets all code and regulation as well as provides conflict resolution to any issues that may arise while clients are staying in our subcontracted or directly operated crisis housing sites.

Essential Functions

- Primary point of contact for families in crisis housing (subcontracted crisis providers, motels, and directly operated crisis housing sites).
- Liaison between Crisis Housing, Family Response Team, Rapid Rehousing, Housing Location, CES Matching, and Family Advocate components of the Family Solution Center to ensure that families receive appropriate services.
- Prepare and submit monthly reports to the FCHN Program Manager.
- Assist in making referrals on behalf of the families in crisis housing.
- Assist to develop housing stability plan for families in crisis housing
- In coordination with the Placement Coordinator(s) to help families understand crisis housing length of stay and associated services
- Work collaboratively with FSC Matcher and Housing Location Team to maintain temporary housing and bed inventory.
- Provide ongoing services status updates for families in crisis housing.
- Weekly oversight for families staying in crisis housing consistent connection to Family Solution Center.
- Visit each assigned Crisis Housing Site no less than twice a month.
- Communicate crisis housing barriers to FCHN Program Manager
- Assist with crisis housing intakes and placement when needed.
- Crisis intervention, mediation, and management of families in crisis housing.
- Responsible for day to day contact with families.
- Coordination of document collection days for families in crisis housing.
- Providing assistance such as, document access and preparation, connection to mainstream benefits and employment/training opportunities, access to basic necessities (diapers, feminine products, family prevention, etc.) and childcare.
- Track families' length of stay in crisis housing and submit extension requests on behalf of families in crisis housing.
- Ongoing HMIS entry
- Exiting clients from HMIS as the move out crisis housing in a timely manner.
- Entering notes into HMIS no later than 24 hours after client contact.
- Assist with prioritizing the needs of families in crisis housing.
- Facilitate connection to FSC co-located staff
- Participation in Case Conference call; Family stakeholder meetings; and FSC Operation Meetings
- Maintain appropriate boundaries; and adhere to SSG's code of Ethics and HOPICS Core Values.
- Represent the Agency in a professional manner at meetings and community events.
- Maintain files/records on client services in compliance with HIPAA & CRF42 and other funding requirements for auditing purposes.
- Assist in the facilitation of FSC workshops
- Assist in the track of attendance and outcomes of FSC workshops.
- Regular meeting attendance required.
- Other duties as needed.

### Secondary Functions

Assist in the Family Response Team initial intake assessment as needed. Perform other duties as assigned by the Associate Director for Families Solution Center and Family Crisis Housing Program Manager.

### Minimum Qualifications - Knowledge, Skills and Abilities Required

- Associates Degree in Social Services or other administrative, business or housing field is required from an accredited or state approved college or university **OR** two years' experience working in social service field; case management and homeless program experience preferred.
- If in recovery, a minimum of three (3) years of being drug and alcohol free is required.
- Working knowledge of Microsoft Word, Excel, and other database programs. Knowledge of resource development, case management and documentation.
- Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds.
- Ability to communicate effectively, both written and orally. Verification of Employment Eligibility and Background Clearance. TB test required (Not more than (3) month prior to or (7) days after Date of Hire, and renewed annually thereafter), CPR and First Aid Certification required within 30 days of employment with company and valid Driver's License and auto insurance required. Reliable transportation is required. Ability to communicate effectively, both written and orally.

### Non-Essential Qualifications:

Experience using HMIS and CHAMPS

### Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

### Environmental Conditions (Working Conditions)

This position is responsible to work in "client friendly" environments and is required to visit other shelters and homeless access centers as part of their duties. Local automobile travel is required. There is some responsibility to work in noisy environments where children and adults are present.

### Physical Requirements

The Data Specialist III typically spends time sitting, standing, typing, thinking, writing, walking, driving, carrying (max. 25 lbs.), listening, speaking.

### Mental Requirements

This position will require the individual to be able to handle any/all of the following: constant distractions, interruptions, uncontrollable changes in priorities/work schedules: be able to process information, think and conceptualize.

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*Special Service for Groups is an Equal Opportunity/Affirmative Action Employer*