

**Job Title:** Family Advocate  
**Hiring Manager:** Madjeen Lorthé  
**HM Title:** Director of Shelter Services  
**Division:** Shelter Program  
**Location:** Greater Boston Area

## **We want you to join our team!**

Are you passionate about advocating for at-risk populations? Do you want to be a part of team dedicated to eradicating homelessness? Then Housing Families, Inc is the organization for you! We are hiring Family Advocates to assess, collaborate and advocate for our families with compassion, commitment and drive! We are looking for skilled, compassionate individuals who share in this vision and in our agency values of Respect, Caring, Integrity, Growth, and Teamwork!

With you, we could be one step closer to fulfilling our vision of ensuring that every family has a quality, affordable place to call home!

## **RESPONSIBILITIES: *Role Purpose & Responsibilities***

### **Role Purpose**

The Family Advocate will report directly to a Family Advocate Team Leader and will be responsible for helping families experiencing homelessness develop housing strategies for obtaining permanent housing and connecting families to necessary supports to increase stability. This is done through building a relationship with adult family members, thoroughly assessing their strengths and barriers to obtaining housing, collaborating with each family to minimize barriers to housing, searching for housing, and advocating for families. The Advocate will play a key role in assisting the agency in meeting specific housing goals to satisfy our funding source requirements.

### **Responsibilities**

- *Develop relationships with families who are homeless and facing issues such as mental illness, substance abuse, physical disability, history of trauma and/or domestic violence, and poverty.*
- *Tasks will include meeting weekly with each family, completing thorough assessments, providing support and referrals as well as ensuring regular contact with other services providers.*
- *Thoroughly assess families' strengths and barriers to obtaining permanent housing, and develop a housing strategy that incorporates means of mitigating any barriers to permanent housing.*
- *Partner with families to create, review, and enforce a Re-housing Plan that reflects the goals of the family and funder, and that addresses each family member's needs.*
- *Assist families in completing housing applications and ensuring that all preferences and priorities are obtained.*

- *Attend housing screenings and appeals with families, providing transportation when necessary.*
- *Conduct weekly unit inspections to ensure the property is being maintained.*
- *Partake in rotating on-call requirements.*
- *Complete all necessary paperwork and documentation needed to be in compliance with program requirements and state regulations.*
- *Support agency by volunteering for agency events.*
- *All other assigned duties as they arise.*

## **QUALIFICATIONS / REQUIREMENTS:**

### **Qualifications**

Must be able to hear and incorporate feedback quickly; ability to empathically de-escalate emotional reactions; critical thinking, assessment, problem solving and negotiating skills; ability to remain calm and responsive during crisis. A positive, “can do” attitude is needed along with the ability to be flexible and adaptable to changes. Detailed, thoughtful, and thorough; strong communication and engagement skills; compelling advocacy skills; attention to details and good time management; Bilingual highly preferred; ability to work with a diverse team and population; proficiency with Microsoft Word and Excel

### **Eligibility Requirements**

- *Must have reliable transportation and be willing to travel in the Greater Boston area and commute families to critical housing appointments when necessary*
- *Must be willing to work 40 hours per week, and adapt schedule to meet the needs of families*
- *Must have unrestricted work authorization to work in the United States*
- *Must be 18 years or older*

## **APPLICATIONS/COMPENSATION:**

- Interested candidate must submit a resume and cover letter to MLorthe@housingfamilies.org or fax to Madjeen Lorthe attention at 781-322-5262
- Excellent benefits and salary. Starting salary commensurate with experience, language capacity, and education.