



Position Title: Housing Advocate
Department: Human Services Department
Supervisor: Director, Housing and Outreach Services
Exemption: Non-Exempt
Date Updated: October, 2021

Job Summary:

As part of the Housing and Outreach Team, provide all aspects of housing assistance and advocacy to Veterans experiencing homelessness, develop ongoing landlord relationships, and work to meet various grant objectives and outcomes.

Job Responsibilities:

- Assist residents with all aspects of housing readiness, through individual and group meetings to understand and obtain CORI & credit reports, complete housing applications, & assist with mitigating issues related to housing.
- Complete intakes and assessments to assure Veterans are swiftly connected with the most appropriate housing path and resources.
- Assist with search for appropriate housing. Utilize and coordinate housing efforts with representatives from NECHV, local Housing Authorities and other programs working with homeless assistance.
- Maintain a vacancy clearinghouse through developing landlord relationships with private and commercial property managers.
- Assist residents in the physical transition from NECHV into permanent housing (furniture banks, moving services, rental assistance).
- Work collaboratively with lead Case Managers and other team members regarding housing issues.
- Accompany Residents to view apartments and furniture banks, as needed.
- Conduct monthly permanent placement follow up calls to Veterans who have been placed into housing.
- Ensure all data collection and documentation procedures are adhered to according deadlines.
- Understand the special needs of senior Veterans and Veterans with behavioral health diagnoses.
- Bring all critical issues to the Director, Housing and Outreach and other clinical staff for homelessness prevention interventions.
- Attend Program, Department meetings and trainings as well as meetings with collaborating agencies as required.
- Perform other duties as assigned.

Required Qualifications:

- Bachelor's degree in Human Services preferred, with 1 to 3 years of experience.



Experience with case management, navigating community based resources, subsidized housing placements, persons experiencing or at risk for homelessness, mental illness, and substance use disorders.

- Understanding of and commitment to Motivational Interviewing, Harm Reduction, Cultural Competency and Trauma Informed Care.
- Excellent customer service skills and the ability to communicate professionally with employees and enrollees both on the phone and in person.
- Proficiency with electronic databases and computers.
- Flexible self-starter with strong analytical skills.

Preferred Qualifications

- Knowledge of military culture.

Essential Functions:

- Must be able to travel through, and to work in the greater Boston community, housing agencies, landlords, and various homelessness advocacy groups.
- Ability to work comfortably with a multicultural, homeless population experiencing complex challenges.
- Must understand and maintain personal and professional boundaries while demonstrating respect and compassion for Veteran population.
- Strong organization skills.
- Strong computer, database and electronic recording keeping skills.
- Excellent written and oral communication skills.
- Able to work collaboratively with other clinical teams, other Center programs and departments.
- Able to work independently when required.