

**POSITION TITLE:** Housing First Support Advocate

**DEPARTMENT:** Empowerment Center

**SUPERVISION RECEIVED:** Housing First Manager

**SUPERVISION EXERCISED:** None

**FLSA STATUS:** Non-Exempt /40.0 hours

---

**DESCRIPTION OF DUTIES:**

**Primary Duties:**

- Welcome survivors and other visitors to SAVE's Empowerment Center.
- Assess immediate needs of walk-in survivors and connect them to appropriate resources.
- Conduct initial housing needs assessments with survivors.
- Prepare and submit Expense Requests for survivors that fall within the guidelines of Housing First and submit with documentation to manager
- Provide client support- both virtual and in person (with Covid-19 safety measures) including mobile advocacy (accompanying survivors to appointments, court dates, housing search,etc.)
- Provide survivors with emergency food, clothing and other necessities.
- Provide information and referrals to survivors calling the business line and route them to the crisis line or other resources/services as appropriate.
- Respond appropriately to calls from the general public.
- Support the delivery of client services by: maintaining distribution systems and documentation for client transportation and other resources.
- Assist with the scheduling of groups, workshops and client appointments within the Housing First program by maintaining related calendars, schedules and room reservations.
- Collaborate with the Housing First team and all of SAVE staff to provide coordinated survivor care.
- Manage gift card and survivor check distribution for Housing First clients.
- Provide program support to Housing First staff - data entry, tracking of requests for assistance, resource research, development of materials, flyers etc.
- Assist with support of volunteers including tracking volunteer hours.

Received and Posted to HR File on: \_\_\_\_\_

- Maintain a safe and secure environment in the lobby and entry, ensuring survivor privacy and confidentiality at all times.
- Ensure that spaces for clients (lobby, meeting rooms, client kitchen) are welcoming, clean and well-maintained.

**Other duties shared by all staff:**

- Attend staff meetings, team meetings and trainings as scheduled or assigned by supervisor.
- Complete timesheets, client data and service documentation in a timely and accurate manner.
- Other duties may be assigned by your supervisor as needed.

**QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE**

Ability to perform the duties described above. A typical means of acquiring those abilities would be:

- Two years of front desk or client services experience in a domestic violence or other social service agency.
- Completion of 40-hour domestic violence training.
- Bachelor's Degree

**ADDITIONAL REQUIREMENTS:**

- Strong preference will be given to candidates who are bi-lingual in Spanish, Hindi, Punjabi, Farsi, Dari or another language frequently spoken by SAVE clients.
- Ability to work effectively, cooperatively, and respectfully with staff, volunteers, clients, and community members regardless of race, ethnicity, national origin, partner status, faith, age, socio-economic status, gender identification, and physical or mental ability.
- Strict adherence to organization's confidentiality and privacy policies, and the ability to recognize sensitive issues and act accordingly.
- Demonstrate a high level of compassion and sensitivity to victims, their children, and the issue of domestic violence.
- Ability to work in a crisis-oriented environment.
- Ability to adapt to a variety of environments or work demands.
- Ability to multitask, prioritize, and organize in a fast-paced environment, both independently and as a part of a team.

Received and Posted to HR File on: \_\_\_\_\_

- Impeccable attention to detail, including ability to self-monitor work to ensure accuracy.
- Excellent organizational and time management skills.
- Excellent written and oral communication skills.
- Valid CA driver’s license and current automobile insurance.
- Excellent computer skills with knowledge of Microsoft Outlook, Word, Excel, PowerPoint, Publisher, Google, Zoom. Experience with a client services database preferred.
- Willingness to accept coaching, instruction, and guidance.
- Commitment to the mission and values of SAVE.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made.

<u>PHYSICAL ACTIVITIES</u>	-----Amount of Time Spent-----			
	Rarely 0 – 12%	Occasionally 13 – 33%	Frequently 34 – 66%	Regularly 67% +
Seeing: Must be able to see and read with or without corrective lenses.				X
Hearing: Must be able to hear adequately to communicate with people in person and via phone systems.				X
Sitting			X	
Standing/Walking			X	
Climbing/Stooping/Kneeling/Bending			X	
Lifting/carrying up to 25 lbs		X		
Lifting/carrying over 25 lbs		X		
Pulling/Pushing/Reaching				X
Grasping/Feeling/Finger use of both hands: Must be able to write, type, use a keyboard and telephone system.				X

This job description is subject to change at any time. This is not a contract and duties may be added to meet business needs. By signing below the employee acknowledges that she/he has reviewed and received a copy of this job description and understands the functions of her/his position.

Received and Posted to HR File on: \_\_\_\_\_

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

Received and Posted to HR File on: \_\_\_\_\_