



POSITION DESCRIPTION

Peer Housing Advocate

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, we do this with the community's trust and track record to carry out the work.

POSITION OVERVIEW

The Peer Housing Advocate position is within the Unhoused Youth Initiative/Unhoused Youth Outreach Department and reports to the Program Manager. This is a full-time position, and core hours and days are Monday through Friday 8:30 am to 5:00 pm, requiring once-a-week evening and weekend hours. This position provides thoughtful peer navigation services to program participants to support our Youth/Young Adults through all stages of their journey to housing stability. They will walk alongside the Youth/Young Adults and provide support by assisting them via accountability, connection, and empathetic support. They will support the participants with things such as setting appointments, and grocery shopping, and work with them to develop good strategies for maintaining a clean and organized life and home and setting and achieving goals that honor the individual's identity, with the ultimate intention of supporting the participants to thrive socially, emotionally, and physically.

RESPONSIBILITIES

- To perform this job successfully, individuals must be able to perform each essential duty satisfactorily.
- Reasonable accommodation may need to be provided to enable individuals with disabilities to perform essential duties.
- Meet with program participants at home/in the community on a regular basis.

- Selectively share personal experiences with participants, providing hope and help in developing positive behaviors and patterns.
- Support participants in advocating for themselves to obtain effective services.
- Provide support to individuals in crisis, or individuals needing social interventions.
- Encourage participants to participate in social, recreational, and other therapeutic activities that enhance interpersonal skills and develop social relationships, including the development of work skills.
- Provide a sense of belonging, supportive relationships, and community.
- Communicate with supervisors and other staff about the needs, skills, and goals of peers.
- Commit to treating all peers with dignity, courtesy, and respect.
- Utilize problem-solving skills and active listening skills to assist peers in accessing and connecting with community resources and working toward their wellness goals.
- Provide support and resources to empower participants to reach goals related to housing, employment, and other self-identified needs, while teaching participants how to monitor their progress in achieving goals.
- Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.

SKILLS AND EXPERIENCE

- The Peer Housing Advocate position requires lived experience with homelessness and/or with behavioral health, mental health, and/or substance abuse challenges, with demonstrated housing stability of at least two years or more.
- Previous peer mentoring experience with persons experiencing homelessness and/or behavioral health challenges is preferred.
- Ability to manage conflict, mitigate/respond to stressful situations, and engage traumatic stories. Ability to understand and maintain professional boundaries.
- Ability to listen with care, treat participants with respect and dignity, and respond to everyone's unique needs.
- Basic computer skills necessary, and familiarity with Microsoft software and Google Docs.
- Willingness and ability to work with people from a variety of racial, cultural, social, and economic backgrounds.
- Minimum high school degree or some college education
- Valid State-issued Driver's License: You must have and maintain a valid state driver's license, maintain vehicle insurance coverage, and have access to a vehicle.
- May be required to use a personal vehicle to transport clients.

BENEFITS

- Health, Dental, and Vision Insurance
- Employee Wellness
- Receive 4 Weeks of Vacation/PTO/Sick Leave, Annually
- Receive 1 week of Paid Time Off for Christmas Break

AA/EEO STATEMENT

It is the policy of Urban Triage to provide equal employment opportunity to all persons regardless of race, color, sex, sexual orientation, gender identity, disability, age, religion, national origin, pregnancy or childbirth, ancestry, physical appearance, income level, source of income, political beliefs, marital, genetic, student or veteran status, less than honorable discharge, arrest or conviction record, or any other characteristic protected by law.

DISCLAIMER

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT

This job adheres to the ethical and legal standards and behavioral expectations set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.