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## POSITION DESCRIPTION

### Youth Housing Advocate

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#### 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 Youth Housing Advocate (Case Manager) position is a full-time position, and the core hours and days are Monday through Friday 8:30 am to 5:00 pm. This position is responsible for case managing, relocating displaced individuals, and resolving any issue a tenant may have with a landlord. The Youth Housing Advocate (Case Manager) position works to provide case management and housing advocacy services for youth and young adults ages 18-24 as defined by HUD who are experiencing homelessness and housing insecurities. This position collaborates with other departments, internal and external, to the Youth Homelessness Demonstration Program to assist youth and young adults at risk of or currently experiencing homelessness with building skills, improving mental health and functional barriers to obtaining and maintaining housing, and strengthening community social service linkages necessary for the participants to fully integrate into the community, with the ultimate goal of supporting the young person to thrive socially, emotionally, and physically.

#### RESPONSIBILITIES

- Some knowledge and experience with tenant-landlord laws. This includes keeping track of any changes to local, state, and federal laws related to landlord-tenant law.
- Good oral and written communication skills.

- Must be able to work within the community independently and provide sound judgment to clients, staff, and at times judges in small claims cases.
- Regularly evaluate progress on case goals.
- Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and/or maintain housing, and serve as an ongoing liaison between property managers, neighbors, and participants.
- Attend regular positive youth development, trauma-informed care, supervision, case management meetings, and relevant training.
- Assist participants in locating and securing housing of their choice.
- Assess housing strengths and barriers of participants experiencing homelessness to determine housing and service needs and provide support in assessed areas.
- Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
- Note all client interactions in client files in a timely manner.
- Record all hours on the Time and Activity report.
- Participate in Coordinated Entry System (CES) including daily input to the Homeless Management Information System (HMIS).
- Attend case conferencing meetings routinely to ensure the CES system is working appropriately for youth and young adult clients.
- Perform audits in the HMIS.
- Maintain case notes of participant meetings and record participant services in the HMIS.
- Ensure program compliance with client documentation/reporting standards with agency policy/procedures.
- Ensure confidentiality of all client records and information
- Report monthly, quarterly, and annual statistics to appropriate funding sources
- Attend regular meetings with other service providers to share information and resources.
- Work with colleagues from other agencies on joint projects as approved by the Program Manager.

## **SKILLS AND EXPERIENCE**

- Prefer previous experience working with people experiencing homelessness.
- Experience facilitating referrals to and from community organizations.
- 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**

- Life, Dental, and Vision Insurance
- Employee Wellness Benefits
- Receive 4 Weeks of Vacation/PTO/Sick Leave, Annually
- Receive 2 Weeks 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.