

Job Title: Housing Counselor/Advocate

Job location: 23 W. Chestnut Street, Hanover, PA

Job Type: Full-Time

Salary: \$13-\$16 per hour

Applicants are to submit a resume and cover letter to phostler@ywcahanover.org.

Applications will be accepted through March 15.

Summary: The Housing Counselor/Advocate works directly with clients who are in a state of housing instability as a result of their victimization. YWCA Safe Home is a program that aims to empower program participants to achieve their self-defined goals that will support their ability to obtain and maintain housing. These include, but are not limited to safety planning, an improved sense of self-worth, self-sufficiency, and permanent housing in a safe, stable environment. The Housing Counselor/Advocate is required to meet regularly (no less than monthly) with the program participants to monitor, advocate, and intervene on the formalized plan. They must be able to work a flexible schedule and be flexible to the changing needs of the organization and clients. The Housing Counselor/Advocate works collaboratively with Safe Home staff and must be able to contribute and work well in a group setting. The Housing Counselor/Advocate is a mandated reporter of suspected child abuse as defined by PA Child Protective Services Law. Responsibilities require the exercise of independent judgment and knowledge of overall agency activities. This position is full-time with primarily daytime and early evening hours. This position participates in on-call duties.

Qualifications:

1. Bachelor's Degree in Social Work, Human Services, or a related field and/or equivalent experience.
2. Must have knowledge of domestic violence, sexual assault, human trafficking, and other serious crimes and their impact on victims.
3. Must possess excellent communication skills and be computer literate.
4. Must have demonstrated ability to counsel individuals in crisis and be skilled in support group facilitation.
5. Must be familiar with community resources and knowledgeable about options available to victims and survivors of domestic violence and sexual assault.
6. Upon hire, must complete the Pennsylvania Coalition Against Domestic Violence (PCADV) training as well as training specific to housing stability.

Responsibilities:

1. Intervene at the client level to provide or coordinate the delivery of direct services to participants and their families.

- a. Screen participants during the intake process to ensure they meet eligibility requirements and will benefit from services provided in the program.
 - b. Conduct a face-to-face assessment and understand the client as a whole person and understand the connection between physical, environmental, behavioral, social, and economic factors.
 - c. Support the development of an individual plan collaboratively with participant that includes appropriate goals, objectives, and timeframes.
 - d. Implement the service plan by working with participant and other social service agencies as appropriate.
 - e. Conduct inspections of participants' prospective housing to ensure it meets the minimum requirements outlined by HUD.
 - f. Advocate for resources to meet the need for services and ensure that services are delivered.
 - g. Collaborate with other staff to meet logistical demands of working the program setting.
 - h. Help participants prepare to exit the program by making arrangements with other service providers as appropriate and help provide follow-up services as needed. This may include home visits.
 - i. Complete follow-up contact with previous program participants.
2. Intervene at systems level to support existing services and to expand and improve access to needed services.
 - a. Develop resources and social actions and work collaboratively with community resources.
 - b. Maintain knowledge of resource availability and service costs.
 - c. Identify gaps in service or systems within or outside of the agency with the support of the Case Manager.
3. Professionally conduct services and ensure the participant concerns are their primary interest.
 - a. Seek feedback from colleagues and supervisor when it is in the best interest of the client.
 - b. Exercise professional judgment when making recommendations or referrals.
 - c. Receive ongoing training or continuing education as needed.
4. Complete and maintain required documentation, both in Efforts to Outcome (ETO) software and paper files.