



**POSITION TITLE: Coordinated Entry (CE) Housing Advocate**

Bridges to Housing Stability, Inc. (“Bridges”) is a 501(c)(3) nonprofit organization based in Howard County, MD. Bridges’ mission is to provide a path to self-sufficiency to prevent and end homelessness through affordable housing solutions and advocacy in Howard County. Its vision is for a community in which family’s working towards self-sufficiency can obtain and maintain housing stability. To that end, Bridges provides affordable housing and/or case management to households who are precariously housed and overburdened with rent, facing eviction and at risk of homelessness, or already homeless. For more information, please see [www.bridges2hs.org](http://www.bridges2hs.org).

**POSITION SUMMARY:**

The CE Housing Advocate (the “Housing Advocate”) is part of Bridges’ Housing Stability Program (HSP), which is a client-centered, housing first, trauma informed, and case-management based program designed to (i) assist clients, based on needs assessments, in locating and securing affordable and sustainable housing, (ii) support clients in attaining the tools necessary to maintain long-term housing stability and achieve self-sufficiency, and (iii) provide clients with general support and coaching. The Housing Advocate interfaces with clients, other staff, volunteers, landlords, and partnering organizations to satisfy clients’ housing needs and support their self-sufficiency plans. The Housing Advocate also manages resources, processes, and data relating to each client. The Housing Advocate will be responsible for managing their own cases, but will also be providing overall team backup and support to the other members of the HSP, as directed by the Housing Stability Program Manager (the “HSP Manager”). The Housing Advocate assists with overall HSP goals and specific HSP projects.

**DUTIES AND RESPONSIBILITIES:**

General:

- Maintain Bridges’ standards of confidentiality and professionalism
- Attend, participate and present case information at HSP Meetings, staff meetings, other work group meetings, on occasion, networking events and weekend Bridges’ activities
- Utilize personal phone and vehicle, as applicable, to carry out duties (applicable for reimbursement pursuant to Bridges’ Employee Handbook)
- Represent Bridges and its mission to families, community organizations, funding sources, congregations, volunteers, etc.
- Understand Bridges’ programs and public profile and be able to communicate these as needed outside the organization.
- Collaborate with other staff and third-party consultants on marketing and fundraising campaigns and strategies (including assisting with social media efforts relating to HSP activities and accomplishments)
- Other duties as assigned

### Position-Specific:

- Contribute to the achievement of HSP metrics and program goals
- Work within Rapid ReHousing (RRH) guidelines and standards for RRH households.
- Maintain a case load of at least 15 households as assigned by the HSP Manager
- Provide intensive and supportive case management to homeless and at-risk households within the Housing Stability Programs, to include:
  - Performing client intake assessments to assess a client's eligibility and needs by conducting client interviews, gathering information, reviewing support documentation (as applicable)
  - Guiding households in the development of individualized Housing Stability Plans with the overall goal of permanent housing retention
  - Identifying and referring clients to community resources to address their Housing Stability Plan goals
  - Networking, negotiating, and incentivizing landlords to assist clients in housing location and placement efforts
  - Maintaining availability, as needed, to promote open, effective communication with clients
- Maintain accurate and up-to-date client records in the Homeless Management Information System (HMIS) database, complying with all HMIS policies and processes for data entry and client confidentiality.
- Assure case files are complete and orderly; complying with Bridges' standards and grant requirements.
- Provide support to other HSP clients, as needed, in the absence of their assigned case manager/housing advocate.
- Develop and maintain a working knowledge of affordable housing and related resources in Howard County and surrounding areas

### **QUALIFICATIONS:**

- A commitment to Bridges' vision to increase affordable housing in the County to prevent and end homelessness
- Undergraduate degree either in a human services, social work, or related field (Note that 2+ years of relevant experience may be considered in substitution for education),
- 2+ years of human service experience working with low income, multi-challenged families and individuals
- Ability to build and sustain trust
- A strong sense of urgency about the importance of preventing and ending homelessness
- Excellent oral and written communication skills
- Proven strategic thinker and problem solver
- Proficiency in Excel, Word and PowerPoint
- Familiarity with Howard County resources is preferred
- Bilingual candidates strongly encouraged to apply

Diversity in organizational practices is a core value of Bridges to Housing Stability, Inc. resulting in culturally competent services, materials, resources, and programs. Our hiring and business practices appreciate the strengths offered through different backgrounds. Bridges is an Equal Employment Opportunity employer.

**HOURS:** This is a full time (40 hours a week) non-exempt position.

**SUPERVISOR:** Housing Stability Program Manager.

**SALARY:** \$42,000 - \$46,000 annually

**BENEFITS:** Bridges provides medical, dental, vision and life insurance, short-term disability, Bridges' Simple IRA matching (up to 3% of salary), phone stipend, and flexible leave.

Visit [www.bridges2hs.org](http://www.bridges2hs.org) for additional information about Bridges and the Housing Stability Program.