



St. Lawrence – Massena – 156 Center Street, Massena, NY 13662
P: 315-764-9442 **F:** 315-764-9464

St. Lawrence – Ogdensburg – 1033 Paterson Street, Ogdensburg, NY 13669
P: 315-764-9442 **F:** 315-713-8115

Jefferson & Lewis – Watertown – 120 Washington St, #430, Watertown, NY 13601
P: 315-764-9442 **F:** 315-405-4991

Franklin – Malone – 3372 St. Rt. 11, Ste D, Malone, NY 12953
P: 518-483-2151 **F:** 518-483-7491

*Homeless Housing Advocate
Solutions to End Homelessness Program (STEHP)*

The Housing Advocate (HA) will assist in determining the eligibility and appropriate services for homeless and at-risk individuals and families and facilitate access to services. The Housing Advocate is responsible for working closely with the other on-site HA and other programmatic staff to assist individuals and families to become stably housed through financial assistance and supportive services. In addition, the HA will provide quality services in the most efficient and effective manner to homeless and at-risk individuals and families with multiple complex needs to help reach their full potential.

Essential Job Responsibilities:

- **Case Management**
 - Proactively engage with potential homeless cases from an early stage working to prevent further homelessness
 - Assist in mainstream benefit assessment
 - Serve as a liaison between the client, landlord, and other service provider to ensure all necessary benefits and services are in place
 - Assist families and individuals to obtain and retain stable housing
 - Enhancing developmental, problem-solving, and coping capabilities of the homeless and at-risk
 - Prioritizing cases by need and emergency
 - Link individuals and families with community services and programs including domestic violence, substance abuse, and mental health, among others
 - Interview clients to assess their needs
 - Act as an advocate between the homeless family and local department of social services to ensure all eligibility benefits
 - Develop an individualized plan to move the individual/family towards permanent housing; including identifying barriers and setting goals
 - Monitor the delivery of services provided by the STEHP program
 - Assist individuals/families to exit the program in to stable housing and remain in stable housing for six months post-discharge.
 - Inspections of potential properties using HUD based training provided by MILC
- **Program Administration**
 - Accurately and timely document all cases through HMIS database
 - Accurately and timely document case denials
 - Work closely and efficiently with other STEHP staff
 - Work closely and efficiently under the supervision of the Deputy Director and Executive Director
 - Assist in community outreach
 - Travel throughout St. Lawrence County to conduct intake and assessments
 - Actively participate in staff/case meetings

- Maintain filing systems
- Take part in the Points North Housing Coalition meetings upon request
- Take part in subcommittees of the Points North Housing Coalition
- Utilize the Points North Continuum of Care Homelessness screening system
- Maintain filing systems and confidentiality requirements
- Maintain appropriate record keeping systems including case files, case notes, data collection, task lists, and any other systems associated with programs and procedures.
- All other necessary tasks assigned.

Minimum Requirements

- Associates Degree in Human Services or related preferred. Other educational degrees in conjunction with work experience will be considered.
- The preferred candidate will have work experience providing services, linkages, or case management to individuals, and knowledge of local St. Lawrence County Community Services
- Detail orientated, responsible, and respectful of others
- Computer skills including typing, Microsoft Word, Microsoft Outlook, and data entry skills
- Ability to use the internet, printer, scanner, and laptop computers
- Willingness and ability to travel throughout St. Lawrence County; mileage will be reimbursed

Other:

- M-F 9AM-5PM
- Rate of pay is \$14.00 per hour, non-exempt
- Office Location: Massena, NY
- Generous benefit package including health, dental, vision, 403(b) plan, paid holiday/sick/vacation/personal/bereavement/snow days, paid lunch and breaks, among others.
- To apply: submit an updated resume and job application to:
 - Email: employment@milcinc.org
 - Fax: 315-764-9464, attn: Courtnie
 - Mail: MILC
 - 156 Center Street
 - Massena, NY 13662
 - Attn: Courtnie

The job application can be found at www.milcinc.org/job-openings/