



Job Description

TITLE: Housing Advocate

DEPARTMENT: Direct Services

REPORTS TO: Program Manager – Stability Building (PMSB)

WORK LOCATION: Haven Homes/Sheltering Wings

DIRECT REPORTS: None

COMMITTEE INVOLVEMENT: None

SALARY: \$19.06/hr. - \$23.69/hr.

POSITION OBJECTIVE: At Sheltering Wings (SW), our services for survivors escaping domestic abuse are reliant on a competent and compassionate staff, adaptable operations, and welcoming practices. The Housing Advocate's (HA) primary responsibility is to serve as the housing specialist and oversee day-to-day operations at Haven Homes (HH).

ROLES & RESPONSIBILITIES:

Specific Duties

- Oversees the day-to-day client operations at HH, including but not limited to crisis assessment and intervention, mediation, provision of basic needs and facilitation of life skills classes.
- Serves as the housing specialist for the case management team including but not limited to assisting Case Managers (CMs) in completing the coordinated entry enrollment with residents, assisting residents in housing search, assisting in paperwork completion for Rapid Rehousing or Permanent Supportive Housing, completing purchase orders for rental assistance.
- Builds the network of landlords willing to participate in the Rapid Rehousing Program.
- Coordinates with staff and assists with moving furniture from our Furniture Warehouse into housing for clients.
- Assist with furniture drop-offs with volunteers biweekly on Saturdays for about three hours.
- Supports clients with signing up for appropriate housing waitlists and coordinates trips for sign-ups

Crisis Intervention, Basic Needs and Life Skills

- Provides appropriate crisis intervention, referrals, and services for crisis calls and walk-ins and documents them accordingly.
- Conducts domestic violence assessments and facilitates safety planning as appropriate and/or make referrals for crisis care as deemed necessary.
- Provides transportation to and from essential appointments for clients as appropriate.
- Serves as on-call and covers shifts as needed, according to the on-call schedule.
- Tracks and fulfills basic needs for clients through the pantry and basic needs closet and facilitates life skills classes at HH.
- Provides advocacy for Community Advocacy Service clients – assessment of needs, fulfill requests or provide referrals, and connects with CM for further support as appropriate.
- Assists with protective order submissions.

Direct Services Team Collaboration

- Ensures continuity of care and services while cooperatively sharing all pertinent information, in collaboration with CMs, Advocates and Crisis Intervention Shelter Assistants.
- Supports CMs and clients to facilitate the provision of basic needs or progress toward self-sufficiency matrix goals.
- Manages documentation for organizational purposes and grant reporting.
- Mediates conflicts between clients in a non-threatening and Christ-centered manner, in conjunction with CM's.
- Ensures coordination of care between SW and HH' staff and programs.

QUALIFICATIONS FOR THE POSITION

Required:

- Bachelor's degree in social work, psychology, criminal justice or similar field with 1+ years of experience working in public or social service organization.
- In lieu of a degree, 3+ years of experience working in public or social service organization.
- Prior experience working effectively with adults and children from various backgrounds.
- Proven proficiency in all Office 365 Products and ability to learn new software.
- Excellent interpersonal skills (listening, coaching and leadership).
- Proven experience in a professional environment requiring organizational, computer, written and oral communication skills.

- Ability to multi-task, delegate and prioritize tasks.
- Full commitment and dedication to the mission and vision statement of SW.
- Must maintain composure and professionalism in highly stressful situations and balance multiple priorities effectively.
- Must be able to lift 30lbs and to assist with moving furniture
- Must have valid a valid driver's license.
- Honor SW Mission, Vision and Statement of Faith.

Preferred, but not required:

- Prior experience with Rapid Rehousing, Permanent Supportive Housing and/or Coordinated Entry
- Knowledge of city, state and federal domestic violence service systems, policies and issues
- Knowledge of domestic violence related issues and philosophy
- Knowledge of trauma-informed care and practice
- Understanding of the effects DV has on survivor's thoughts and behaviors
- Prior Crisis Intervention experience
- Fluent in Spanish & English

The above description covers the most significant duties performed to fulfill the mission of SW but does not restrict leadership's right to assign or reassign other reasonable duties, responsibilities, or expectations to this job at any time, with or without advance notice. The information contained in the job description is for compliance with the American with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individual currently holding this position and additional duties may be assigned.

Physical Requirements of Position:

Must be able to sit and stand for extended periods of time as well as can walk or move about the grounds of SW as needed. Must be able to operate a vehicle for travel to and from client and community meetings in Central Indiana, with access to provide own transportation. While performing the duties of this job, the employee is regularly required to communicate, converse with others, express oneself and exchange information.

Equal Employment Opportunity Statement:

SW is an equal opportunity employer. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

Status: Full-Time Non-Exempt

Approved by: Board of Directors

Last Modified: July 2026