SUMMARY OF THE ORGANIZATION

LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people’s lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts more than 7,300 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties expand enables access for vulnerable groups to permanent homes and our services are helps them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately, move more people home, together. Join the fight to end homelessness and make a difference in people’s lives at LA Family Housing!

SUMMARY OF RESPONSIBILITIES

The Resident Advocate is responsible for being an after-hours presence at LA Family Housing’s Permanent Supportive Housing sites ensuring safety and security and providing crisis intervention when needed to tenants during the evening and weekend hours. This position works with a tenant population that is formerly homeless and have a high rate of health, mental health, and substance-related issues and must be familiar with and have experience with this population.

SPECIFIC DUTIES

- Patrol grounds regularly and ensure that the property’s doors, windows, and gates are secure
- Address alarms and disturbances in a safe manner calling proper authorities if necessary
- Monitor entrance and departure of visitors and other persons to maintain security of premises
- Write reports of daily activities and irregularities, such as calls to emergency services, criminal activity such as property damage, theft, presence of unauthorized persons, or other unusual occurrences
- Contact emergency services (i.e. police, fire departments, PMRT) in cases of emergency, such as a health or mental health crisis, fire, or presence of unauthorized persons
- Be a welcoming presence onsite for tenants to engage with answering questions and providing information to tenants during evening and weekend hours
- Mediate conflicts that arise and attempt to de-escalate tenants who are exhibiting behavior that is anxious/aggressive or may be violating house rules or lease
- Operate/Monitor onsite cameras to screen hallways and entrances to address any issues that arise in a timely manner
- Contact proper persons and/or after-hours maintenance for emergencies
- Help with tenant lockouts
- Participate in Wellness Checks performed if it is determined that a tenant may be experiencing a health crisis as well as provide onsite emergency CPR and Basic First Aid
- Coordinate with onsite service staff regarding tenants that need after-hours monitoring, follow-up, or assistance
- Assess tenants experiencing severe mental health symptoms and contact Psychiatric Medical Response Team (PMRT) if a tenant exhibits behavior that is harmful to self or others.
- Understand the building lease term agreement and house rules, including harm reduction approach and use of drug and alcohol on the premises.
- Partner with on-site security (as applicable)
- Update/maintain tenant photo logs and resident roster including guest sign-in
- Understand resident specific personal and medical needs to best support tenants and create relationship
- Work with service staff and other LAFH departments to coordinate and assist with PSH tours, volunteer groups, onsite meetings, and unit viewings
- Coordinate onsite evening/weekend events and social activities for tenant engagement
- Additional tasks, projects, and responsibilities as assigned by supervisor

ACCOUNTABILITY AND REVIEW

Position reports to: Housing Stabilization Manager
Performance review: Annual

DIRECT REPORTS

Number of employees receiving work direction: None
Position titles reporting to position: Zero (0)

MINIMUM QUALIFICATIONS

KNOWLEDGE AND SKILLS

- Advocacy and crisis intervention skills
- Knowledge of local social service resources/providers
- Ability to manage multiple cases efficiently and effectively
- CPS and APS reporting experience
- Effective problem-solving skills
- Strong communication and interpersonal skills
- Self-starter and creative thinker
• Proficient in written and oral communication
• Bilingual: Spanish/English a plus
• Ability to work on a team
• Show strong leadership abilities
• Good organizational skills and ability to follow through from beginning to end on tasks and projects
• Obtain and maintain CPR/First Aid Certification
• Ability to pass post offer Tuberculosis (TB) clearances
• Must have and maintain a valid California Driver’s License and insurance
• Must be able to work a flexible schedule to include evenings, overnights, weekends and holidays

EDUCATION
• High School Diploma or GED OR one (1) year of equivalent experience in a similar social services environment

• Position requires a minimum of one (1) year experience in related field, specifically with homeless or low-income individuals and families. Experience in dealing with substance abuse, mental health and crisis intervention is highly desired

EMPLOYMENT CLASSIFICATION

FLSA Status: Non-Exempt
Payroll Status: Hourly
Work Schedule: Part Time

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client’s use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport clients; Be able to enter various buildings that may require climbing stairs. Be
subjected to outside environmental conditions. Use a personal and/or laptop computer, copy, postage and fax machines. Complete all required forms in personal writing.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

**BENEFITS**


**EQUAL EMPLOYMENT OPPORTUNITY**

LAFH provides equal employment opportunities to all employees and applicants for employment. We prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, protected veteran status, sexual orientation, gender identity or any other characteristic protected by federal, state or local laws.

**FAIR CHANCE INITIATIVE**

LAFH is in compliance with the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories.

**HOW TO APPLY**

Email your resume and cover letter to HR@lafh.org