



## Housing Advocate On-Call

Hours: 8:30pm to 8:30am shifts, up to two shifts per week

FLSA Status: Non-Exempt

### Job Summary

New Horizons is looking for an exceptional Housing Advocate On-Call to engage with young people experiencing homelessness between the ages of 13 and 24. You will join a dynamic direct service team and coach youth to develop their full potential.

Inspired by Jesus' work among the poor, the outcast and the disenfranchised, New Horizons' mission is to partner with these youth as they journey toward a sustainable future. New Horizons is passionate about embracing hope while advocating for young people who encounter trauma and marginalization daily.

### PRIMARY RESPONSIBILITIES

- Support ongoing development of housing services
- Timely HMIS and other database entry
- Daily documentation of shelter guests' activities
- Onboarding and orienting new residents into the program
- Crisis intervention with youth experiencing homelessness
- Provide trauma-informed and culturally responsive care
- Referral specialist for YYA basic needs, and resources
- Assessment on client satisfaction and feedback
- Facility oversight and consistent execution of Nest policies and procedure
- Ensure process improvements for program residents
- Oversee shelter services including laundry, chores, monthly fees etc.
- Attend required meetings as assigned by supervisor
- This position reports to the Housing Director

### KNOWLEDGE, SKILLS & ABILITIES

- Two years of experience in working with homeless youth and young adults.
  - Prior experience successfully working with high-risk youth.
  - Non-judgmental and enthusiastic attitude about engaging with young people across the spectrum of religious and spiritual beliefs, race, ethnicity, culture, sexual orientation and gender.
  - Ability and experience in providing culturally responsive services and quality care to LGBTQ youth, youth of color, and young women.
  - Active involvement with Trauma Informed Care and Positive Youth Development.
  - A history of successful teamwork and willingness to roll up one's sleeves to get the job done.
  - Proficient within the PC environment including Word, Excel, and Outlook.
  - Flexibility with scheduling work hours in the early morning and late night.
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## Essential Physical Job Functions

- Constant standing/walking
- Stooping, kneeling or crawling
- Pushing, pulling, lifting or carrying up to 50 lbs.
- Frequent, continual, intermittent flexing or rotation of the wrist(s) and spine
- Constant receiving detailed information through oral communication.
- Constant talking, expressing or exchanging ideas by means of the spoken word

Salary: DOE

Submit Cover Letter and Résumé at [nhmin.org/careers](https://nhmin.org/careers)

