Job description

Job Title: Housing Specialist/Family Advocate

Hiring Authority: New American Association of Massachusetts

Classification: Full Time (30-40 hours a week)

Location: Lynn, MA. No mandatory office hours. Ability to travel interstate is crucial.

Compensation Rate: $22-25 per hour

NAAM is a non-profit organization which provides social support services to refugees and immigrants residing on the North Shore and in the Lowell area. The core services include: ESOL classes, employment assistance and job coaching, skills training, case management, after-school and summer programming for youth and children K-12, citizenship assistance and civics/history classes. You can check us out on our website [https://naamass.org/](https://naamass.org/)

We can currently hiring a Housing Specialist/Family Advocate to provide our constituents with access to affordable/subsidized housing options.

Housing Specialist/Family Advocate will help newly arrived refugees and immigrants resettled on the North Shore to find secure and stable housing options, assist clients to learn, navigate and access local resources available for low-income population in the community, advocate for clients with local landlords and assist people with housing search and applications.

Housing Specialist/Family Advocate Job Description

- Assess housing barriers of clients to determine housing and service needs.
- Advise and direct clients in the development and implementation of an action plan for securing housing, budgeting, and accessing local resources. This shall include intake interview to assess clients’ needs, goals, and eligibility for appropriate programs.
- Assist clients in locating and securing appropriate permanent affordable housing.
- Maintain good working knowledge of available housing in the community.
• Collaborating with government agencies, community organizations, rental management companies and property owners.
• Serve as an ongoing liaison between property managers and participants.
• Transport clients as deemed necessary. Transportation requirements should be limited to housing searches.
• Ensure clients understand their rights and responsibilities as tenants.
• Enter the required information into clients’ data base accurately and in a timely fashion.
• Maintain accurate case notes, client data and other records according to the agency, funder and professional standards.
• Attend and participate in supervision meetings, team meetings and staff meetings.
• Seek appropriate services for clients.

Qualifications and skills:

• Associate or Bachelor’s degree strongly preferred.
• Knowledge of the affordable and subsidized housing options and community resources is mandatory.
• Cultural sensitivity, compassion and ability to relate to different clients with various needs is a must.
• Ability to work with diverse constituencies and act as mediator between clients and other entities, groups and individuals, as well as skills and strong will to advocate for clients.
• Ability to motivate and encourage clients to set up and work on reaching their goals.
• Creative, problem-solving mentality as well as effective listening skills and patience.
• Ability and will to travel interstate to assist people residing in various locations on the North Shore of MA.
• Professional presentation, communication.
• Strong organizational and administrative skills
• Strong computer skills in Microsoft Office Suite, Word and Excel, and Google Drive.
• Ability to work independently and as part of the team.
• A valid driver’s license and a reliable form of transportation are required.
• Sense of humor and ability to roll with the punches a must!