



POSITION DESCRIPTION FOR: FAMILY ADVOCATE

Essential Job Functions

- **Engage the community through outreach to include**
 - Community events
 - Agency and partner presentations
 - Partner support
 - Participant recruitment
 - Wraparound referral partners

- **Develop, coordinate, update and monitor an active social media campaign including but not limited to**
 - Facebook
 - Twitter
 - LinkedIn
 - Instagram
 - HootSuite
 - Develop a public calendar

- **Create a pipeline of participants thru**
 - Consistent recruitment efforts
 - Appropriate screening
 - Continued partner relations

- **Provide case management**
 - Intake screening and community or resource referral
 - Assist clients in establishing SMART Goals
 - Family financial planning, education, and advocacy
 - Monitor and coach participants in reaching their goals
 - Update database with client contact information, data, and milestones
 - Maintain hard copy records per HUD standards

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My Front Door [Laramie]
904 Colorado Ave.
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(t) 307.745.4130

- **Deliver Instruction**

- Coordinate class instruction at regular intervals
- Develop and coordinate quarterly training classes
- *All aspects of event coordination*
- Ensure participants meet the requirements for a program completion certificate

- **Represent home buyers by ensuring compliance with**

- HUD Home Inspections
- Home closing procedures and documents
- Fiduciary requirements
- Accompany buyers at closing

- **Fiscal**

- All aspects of expense tracking for or related to class expenses
- All aspects of grant reporting of the educational program component
- Aspects of grant management associated with client services

Qualification Guidelines

- **Technical Knowledge:** considerable knowledge and experience of CDBG/HOME/CHDO/ HUD and other homeownership programs and their requirements and mortgage regulations, including applicable federal, state and local laws, rules and regulations.
- **Presentation Skills:** Polished and refined presentation skills to convey program requirements, future goals, and accomplishments to community partners.
- **Computer Skills:** basic computer skills including familiarity with Microsoft Office Suite, Constant Contact, Safekeeper and Homekeeper.
- **Organizational/Planning Skills:** requires a high degree of organizational skills and advance planning/ tracking of participants with the support and knowledge to be successful homeowners.
- **Time Management Ability:** Skilled in effectively working with multiple clients and their time sensitive goals and education structure.
- **Interpersonal Skills:** Foster and maintain trust, partnerships, and effective working relationships with participants, members of the community and internal staff.
- **Customer Service Skills:** Excellent customer service skills in communicating and providing technical assistance to community-based organizations.
- **Communication Skills:** Superior oral and written communication skill and a fundamental understanding of professional and social media accepted practice.

EDUCATION AND EXPERIENCE

Associate degree in Human Services, Psychology or Social Work (OR 2 years' experience in affordable housing case management) **AND:** Significant progress toward pursuit of certification in: HUD Housing Counselor Certifications. Neighborworks Housing Counselor Certification and Neighborworks Train the Trainers Certification are valued but not required.
Reports to the Executive Director