

**Mailing Address**

P.O. Box 21682

Cheyenne, WY 82003

**My Front Door [Cheyenne]**

Aspen Ridge Office Building

2232 Dell Range Blvd. Suite 304

Cheyenne, WY 82009

**(t)** 307.514.5831

**My Front Door [Laramie]**

302 S. 2nd St. Suite 212

Laramie, WY 82073

**(t)** 307.745.4130

[**www.myfrontdoor.org**](http://www.myfrontdoor.org)

**POSITION DESCRIPTION FOR: ALBANY COUNTY FAMILY ADVOCATE**

**Essential Job Functions**

*Coordinates with Lead Family Advocate to:*

* Engage the community through outreach to include:
  + Community events
  + Agency and partner presentations as necessary
  + Partner support
* Develop, coordinate, update and monitor an active social media campaign for both counties to include:
  + Face book
  + Twitter
  + LinkedIn
  + Instagram
* Create a pipeline of participants through:
  + 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 responsibility coaching
  + Monitor, coach, and counsel participants in reaching goals
* Deliver Instruction:
  + Coordinate class instruction at regular intervals
  + Secures location
  + Ensures participant meet requirements for program completion certificate
* Represent home buyers by ensuring compliance with;
  + HUD Home Inspections
  + Home closing procedures and documents
  + Fiduciary requirements
  + Accompanying at closing

**Qualification Guidelines**

• **Technical Knowledge**: considerable knowledge and experience of CDBG/HOME/CHDO/HUD programs and their requirements, 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 Municipal officials, CHDO’s and their professional teams.

• **Computer Skills**: basic computer skills including familiarity with Microsoft Office Suite.

• **Organizational/Planning Skills**: requires a high degree of organizational skills and advance planning/ tracking to participants with the support and knowledge to be successful home owners.

• **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’s degree in Human Services, Psychology or Social Work **OR** 2 years experience in affordable housing and case management. Preference will be given for candidates with a certification in: HUD Housing Counselor Certifications, Neighborworks Housing Counselor Certification and Neighborworks Train the Trainers Certification, **or** significant progress toward certification completion.

**SALARY RANGE**: $31,200 - $33,280