



Front Desk Advocate- Part-Time **TEMPORARY**

About the Position: The Front Desk Advocate will be a member of the Homeless Prevention Program staff at UTA. This staff person will be the first point of contact upon entry to the organization. This person will welcome all guests, visitors, and clients with a warm and professional introduction. Answers to general questions regarding the organization will also be provided to clients.

Job responsibilities include the following:

- Greet and triage all clients, conducting COVID-19 screening and taking temperatures.
- Schedule appointments and maintain calendars for staff
- Conduct oversight and maintenance for the housing hotline, receiving and logging voice-messages and organizing inquiries
- Assist in the preparation of regularly scheduled reports, working closely with Deputy Director.
- Carry out administrative duties such as filing, typing, copying, binding, scanning, organizing, faxing, etc.
- Photocopy and print out documents on behalf of other colleagues, agency clients, and community members
- Understand Homeless Prevention Program Services, maintain and execute internal organizational processes for tenants to be connected to services.
- Work closely and supportively with Homeless Prevention Program Staff in team setting.
- Provide support to housing counselors in managing and coordinating caseloads.
- Maintain data entry into housing counseling reporting portals as needed, working closely with Deputy Director.
- Provide support to direct-service staff in ensuring proper data quality, reporting to the Deputy Director.
- Participate in periodic team meetings to review and develop action plans for improving services at United Tenants of Albany.
- Maintain and expand good working relationships with housing agencies, social service providers, and community-based organizations.
- Provide administrative support in the preparation of community engagement projects and events.
- Assist with the input of files in the HMIS database and other data reporting systems.
- Assist with coordination and oversight of the UTA Housing Hotline volunteers.

Work Hours: General 9am-3:30pm with a half hour lunch break or 1pm- 4pm with an hour lunch break; with the ability to work nights and weekends as required for staffing community events/training.

Supervisor(s): Deputy Director and Executive Director



United Tenants of Albany

A Better Place to Live

Minimum Qualifications:

High School Diploma/Equivalency Diploma with 2 years of relevant experience or Associate Degree with 1 year of relevant experience in human service and office setting; crisis intervention, and knowledge of community-based organizations/agencies.

Strong skills: Ability to read, write, and speak English fluently, strong communication skills, ability to respond to client's needs/concerns with patience and empathy; Strong computer skills, proficiency in Microsoft Excel and Microsoft Word; Ability to be consistently punctual and dependable; Ability to function as part of a team within a small but very busy office setting; Commitment to the goals and mission of United Tenants of Albany.