



Position: Youth Homelessness Housing Advocate
Reports To: Housing Stability Program Manager
Updated: July 2026

Overview

The Youth Homelessness Housing Advocate is responsible for providing housing navigation, advocacy, case management, and supportive services to youth and young adults (YYA), ages 18-24, who are experiencing homelessness or housing instability. The Housing Advocate works collaboratively with participants, landlords, service providers, and community partners to help youth secure and maintain safe, affordable housing while building long-term self-sufficiency.

The position supports multiple housing initiatives, including the Youth Homelessness Demonstration Program (YHDP), Coordinated Entry, transitional housing, rapid rehousing, and housing stabilization services. Responsibilities include assessing client needs, determining eligibility, coordinating resources, maintaining compliance with grant requirements, collecting outcome data, ensuring forward growth in participants, and representing Front Door Agency within the broader homelessness response system.

The Housing Advocate serves as both a direct service provider and community advocate, helping youth overcome barriers to housing while ensuring program goals, compliance standards, and positive client outcomes are achieved according to the goals outlined in HUD's Youth Homelessness Project. The Advocate will need to be flexible as funding goals of the project will change in upcoming years upon grant renewal.

Key Responsibilities

Youth Housing Navigation & Advocacy

- Conduct comprehensive intake assessments and eligibility determinations in partnership with the Housing Stability Program Manager.
- Meet with young adults experiencing homelessness in person, by telephone, or through virtual platforms.
- Assist participants in identifying barriers to housing and developing individualized housing stability plans with the goal of achieving permanent unsubsidized housing within 24 months of program entry.
- Help youth secure permanent housing through housing search assistance, landlord advocacy, and resource coordination.
- Work closely with landlords to identify available housing opportunities within Fair Market Rent guidelines.
- Coordinate with utility providers and other vendors to establish affordable payment arrangements when necessary.
- Assist participants in obtaining documentation necessary for housing eligibility and program participation.
- Advocate on behalf of participants with landlords, service providers, and community agencies.
- Provide ongoing support to ensure participants can maintain housing and avoid future episodes of homelessness.

Case Management & Supportive Services

- Maintain an active caseload of YHDP participants and provide case management services in accordance with program requirements.

- Develop individualized service plans focused on housing stability, employment, education, income growth, health, and life skills in order to meet outcomes of employment, housing security upon completion.
- Connect participants with community resources, including employment services, education programs, behavioral health services, transportation assistance, and benefits programs.
- Engage participants with the Agency's Financial Opportunity Center as part of their individualized service plans to work on budgeting, credit score building, debt reduction, savings building and learn skills in becoming a good tenant through participation in the Ready to Rent program.
- Monitor participant progress and adjust service plans as needed.
- Support Housing Stability Program clients when staffing needs and caseload capacity permit.
- Participate in clinical supervision and case consultations when appropriate.

Coordinated Entry & Community Collaboration

- Collaborate with 211 NH and regional access point partners to conduct Coordinated Entry screenings and follow-up assessments when indicated.
- Assist individuals and families seeking housing services through Greater Nashua's Coordinated Entry system.
- Coordinate services with community agencies to ensure participants receive comprehensive support.
- Develop and maintain strong relationships with landlords, housing providers, and community service organizations.
- Participate in local and statewide initiatives focused on homelessness prevention and housing solutions.
- Represent Front Door Agency at Continuum of Care (CoC) meetings, Ending Homelessness Committee meetings, and other community forums as assigned.

Program Operations & Housing Support

- Process financial assistance requests accurately and promptly, including rental assistance, security deposits, utility assistance, supportive services and other housing-related expenditures.
- Coordinate with the Program Manager to monitor program expenditures and grant spending.
- Assist in completing apartment inspections using HUD's INSPIRE standards.
- Purchase, inventory, stage, and set up furnishings and household items for YHDP Transitional Housing units as needed and/or secure volunteers to assist.
- Coordinate unit turnover activities, including communication with cleaning vendors, landlords, maintenance.
- Ensure participants receive housing assistance consistent with program guidelines and funding.
- Coordinating with landlord, FDA maintenance team and possible volunteers to assist with scheduling maintenance items.

Data Management, Reporting & Compliance

- Maintain complete, accurate, and timely participant files.
- Enter and manage participant information in HMIS and EmpowOR systems.
- Ensure compliance with all federal, state, local, and agency program requirements.
- Assist with preparation of all required reports, including demographic, statistical, and outcome data.
- Provide CEO regular participant progress report narratives to use for Board Education
- Monitor participant outcomes and contribute to performance improvement initiatives.
- Attend all required HMIS, EmpowOR, and grant compliance trainings.
- Assist with maintaining and updating program policies and procedures.

Agency Advocacy & Team Participation

- Support Front Door Agency's housing and anti-poverty advocacy efforts in collaboration with agency leadership.
 - Participate in statewide advocacy groups and community coalitions related to housing and homelessness.
 - Attend staff meetings, program meetings, supervision sessions, and professional development opportunities.
 - Assist with agency-wide initiatives, including seasonal and holiday assistance programs.
 - Maintain the highest standards of professionalism, ethics, and confidentiality.
 - Perform other duties as assigned that support agency operations and mission fulfillment.
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Qualifications

- Bachelor's degree in Human Services, Social Work, Psychology, Public Administration, or a related field.
 - Minimum of three (3) years of experience in human services, housing programs, case management, or a related field.
 - Strong understanding of homelessness, poverty, housing instability, and community resources.
 - Excellent organizational, interpersonal, and communication skills.
 - Ability to manage multiple priorities and work independently while contributing to a collaborative team environment.
 - Strong computer skills, including Microsoft Office applications and database management systems.
 - Ability to exercise sound judgment and maintain confidentiality.
 - Valid driver's license, reliable transportation, and automobile insurance.
 - Experience working with youth and young adults experiencing homelessness preferred
 - Knowledge of HUD-funded housing programs preferred
 - Experience with HMIS, EmpowOR, or other case management systems preferred
 - Bilingual or multilingual proficiency preferred
 - Social Work Licensure a plus.
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F.L.S.A. Status

- Considered full-time, 35-40 hours per week, generally between Monday-Friday, 8:30 a.m.-4:30 p.m., with occasional evenings and weekends as needed.
- Non-exempt hourly position.
- Salary Range: \$28-\$32 per hour.
- Regular travel throughout New Hampshire may be required.
- Must be able to lift up to 25 pounds.
- Benefits include: 90% of individual health coverage with HRA plan; 100% of individual dental plan; life insurance; short-term disability; 12 paid holidays, paid sick leave; generous paid vacation time; SIMPLE IRA employer contribution; Employee Assistance Program.

The purpose of this job description is to provide a concise statement of the essential functions and responsibilities of the position and to organize and present the information in a standard format. It is not intended to describe every duty that may be assigned, nor should it serve as the sole basis for Human Resource decisions and actions.

Front Door Agency is an Equal Opportunity Employer and is committed to creating an inclusive workplace where all individuals are treated with dignity and respect. Employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other protected characteristic protected by law.