

HOUSING SERVICES ADVOCATE

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Director of Community Development or their designee, the incumbent will provide education and training to tenants and landlords on housing policies, rights and responsibilities, code violations, legal procedures, and city services. The incumbent will also be expected to build and maintain relationships with many different groups of stakeholders across the City and exercise a great deal of independent judgment. In doing so, the incumbent will be called upon to advise City Hall on housing-related policy and identify gaps in policy and resources. Supervision of others is not normally a responsibility of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Acts as a program manager for housing and tenant's right programs, such as the Good Neighbor School;
- Researches grant opportunities, applies for grants and implements grant funded programs;
- Provides rental property owners with information on resources available through the City of Albany and New York State to increase stability and improve housing stock;
- Plans, facilitates, and attends community meetings to discuss rental properties and the needs of city neighborhoods;
- Builds relationships with members of the community and local organizations;
- Conducts research, manages records and other related activities related to the implementation, compliance and improvement of the Rental Dwelling Registry, Vacant Building Registry and other local laws;
- Hosts public workshops & events to better educate tenants & landlords on housing policies, rights and responsibilities, code violations, legal procedures and city services;
- Works closely with the City of Albany Department of Buildings & Regulatory Compliance, Fire, Police, Corporation Counsel, City Courts and others, including members of the public;
- Monitors, records and educates the City of Albany on pending or recently passed housing legislation at local, county, state and federal levels;
- Researches and advises City Hall staff of housing related policy;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of law and/or education practices and/or social work and/or public health;
- Working knowledge of personal computers and office equipment;
- Ability to self-manage and think creatively about work processes;
- Ability to express ideas clearly in oral and written form;
- Ability to organize and maintain accurate records and files;

- Ability to establish and maintain effective working relationships with city officials and members of the public;
- Good communication skills;
- Good judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with a Master's (or higher) in law, education, social work, public health, public policy or related field;
- B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree and one (1) year of experience working in the areas of law, education social work, public health, housing, public policy or related field; **OR**
- C. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and three (3) years of experience working in the areas of law, education social work, public health, housing, public policy or related field; **OR**
- D. Graduation from high school or possession of an equivalency diploma and five (5) years of experience working in the areas of law, education social work, public health, housing, public policy or related field; **OR**
- E. Any equivalent combination of training and experience as defined by the limits of (A) through (D) above.

NOTE: The terms of employment require the use of an employee's personal vehicle for transportation.