



Volunteer Housing Mentor/Mentor Team

Purpose: To be available as an accessible, supportive presence and advocate with a family who is searching for temporary or permanent housing in the midst of a housing crisis; expand capacity of FPNSB shelter diversion program so that more families have access to the support they need during a housing crisis

Responsibilities may include:

- Partnering with a family participating in the FPNSB shelter diversion program; some training will take place prior to partnering and ongoing support will be available throughout the mentorship once it has begun
- Providing moral support for family as they go through a very difficult experience that may not have an ideal or immediate end
- Assisting families in completing and keeping track of their housing applications
- Assisting families in putting together a rental application packet with references and a cover letter and communicating effectively with potential landlords, as appropriate
- Accompanying families to apartment showings and other appointments related to their success in finding housing that they can afford for a period of time, as appropriate
- Maintaining notes on tasks completed with partner family
- Communicating regularly with staff about successes, challenges, resource needs and ideas

Location: Volunteer housing mentors can be partnered with a family in their preferred geographic area. Much of the work will take place remotely, except for in person appointments that the volunteer can determine if it works for their schedule

Schedule: Volunteer housing mentors can determine if it is the right time for them to accompany a family if/when a family is identified as a possible match. Once matched, volunteer housing mentors can expect a fairly intense few to several weeks of family accompaniment, but it can occur according to a schedule that works well for both the mentor and the participating family.

Skills/Qualifications:

- Embrace FPNSB mission and core values and consistently implement them throughout the mentorship
- Capable of maintaining appropriate boundaries with families participating in the FPNSB shelter diversion program
- Capable of working independently but maintaining open lines of communication and feedback with FPNSB staff
- Skilled with phone communication and record keeping (on paper or electronically)
- Recent CORI & FP Volunteer Orientation required
- Extended training/orientation on trauma-informed care, and FP National Diversity, Equity, Inclusion & Access (DEIA) resources - will take place through a combination of online resources and in person follow up and will happen in advance of making a partnership match

Supervision: Volunteer housing mentors will be supported in their role by FPNSB staff, both in person and remotely. A resource list will be available in electronic format. There will be processes in place for feedback for both the volunteer and supervising staff member(s).

Contact: Please contact Katie Day at katie@familypromisensb.org for questions or to learn more about this opportunity.