



POSITION: SERVICES & HOUSING NAVIGATOR
REPORTS TO: PROGRAM MANAGER
CLASSIFICATION/FLSA: FULL-TIME/NON-EXEMPT

SUMMARY

The Services and Housing Navigator is responsible for providing assistance and support to homeless families in the following areas: case management, housing readiness, accessing housing assistance programs (e.g. Rapid Rehousing) and permanent housing placement. Coordination with Coordinated Entry System is required. The Services and Housing Navigator creates a Housing Stability Plan (HSP), conducts assessments, and assists program participants in identifying permanent housing and needed services.

ESSENTIAL FUNCTIONS

- 1) Develop and implement an individual housing plan for each family to determine appropriate permanent housing intervention and service needs.
- 2) Provide case management services to assist participants with accessing resources and services to increase housing stability (e.g. linkage to primary care physicians, health insurance, food banks, credit repair, legal aid, In Home Supportive Services (IHSS), money management, tenant rights and responsibilities, mental health, benefits enrollment, etc.)
- 3) Navigate persons to permanent housing placement or programs that will assist with safe and stable housing.
- 4) Connect program participants to community resources that will support the goal of permanent housing acquisition (i.e. benefits advocacy, food pantries, employment services).
- 5) Ensure participants have the necessary items to secure housing (e.g. valid identification, income verification, bank statements). Assist in creating a budget/savings plan, and encourage adherence to a personal budget.
- 6) Work with Navigators from other agencies in Service Planning Area 6 to provide regional team engagement services.
- 7) Assist participants with completing housing applications and securing housing of their choice. Transport participants to housing appointments, housing authority appointments and occasional visits to relevant social service agencies.
- 8) Prioritize caseload to work with people who are highest in need and provide participant with matching listings. Work with lower acuity participants to ensure they are locating housing and bringing housing leads to the navigator.
- 9) Provide advocacy to help address issues and barriers between landlord and participant that may prevent move in.
- 10) Provide information and instruction to participants regarding how to complete a housing application, housing search, tenant rights and responsibilities, including observation of rental agreement rules, and being a good neighbor.
- 11) Follow-up with each participant as needed to ensure they are making progress towards their housing placement goals. Work towards having at least 2 move-ins a month.
- 12) Assist participants in obtaining rental and move-in assistance as applicable. Complete the necessary paperwork and submit to Program Manager for approval.
- 13) Participate in monthly Service Planning Area 6 meetings including case-conferencing meetings; attend appropriate trainings, agency meetings etc.

- 14) Perform recordkeeping and reporting of program activities on the Homeless Management Information System (HMIS) and complete progress notes and program-related reporting as required.
- 15) Other duties as assigned.

QUALIFICATIONS

- 1) BA degree and three years of experience in social services or Master's Degree in social work preferred.
- 2) Ability to have a "whatever it takes" attitude when working with program participants.
- 3) Demonstrated knowledge of housing search skills including housing location, filling out housing applications, and the lease-up process.
- 4) Ability to work independently in a field based position and flexible hours.
- 5) Ability to coach housing search skills to participants in individual or group setting.
- 6) Knowledge of housing assistance programs including Veteran Services, Rapid Rehousing, and Section 8.
- 7) Knowledge of Harm Reduction and Housing First models of service delivery.
- 8) Ability to network and build relationships; locate and develop housing contacts.
- 9) Ability to act as a liaison between the participant and landlord/property owner to resolve any move in issues.
- 10) Bilingual: Spanish/English preferred, but not required.
- 11) Ability to maintain clear personal and professional boundaries.
- 12) Ability to work effectively in constantly changing and sometimes demanding or chaotic environment.
- 13) Ability to solve problems, make decisions, resolve conflicts and listen.
- 14) Experience working with a diverse population, with sensitivity to differences in culture, religion, sexual orientation, race, age, and physical and mental illness.
- 15) Ability to work in a team environment.
- 16) Ability to respond responsibly in emergency and crisis situations.
- 17) Ability to communicate well both orally and in written form, and follow detailed instructions.
- 18) Ability to work varied hours/days including evenings.
- 19) Basic computer skills including used of Windows Office Suite programs.
- 20) Knowledge of community resources.
- 21) Valid California driver's license and proof of auto insurance.

TO APPLY:

To be considered for a position, email resume to hr@upwardboundhouse.org. Please be sure to reference **Job Title** in the subject line of your email. Due to the volume of resumes received, no calls or faxes regarding submission will be returned. Your resume will only be routed correctly and considered, if all the qualifications are met