

HAVEN HILLS, INC.
POSITION DESCRIPTION

Position: Housing Navigator II

Hours: Full-Time / Non-Exempt (40 hours/week)

Reports to: Residential Program Manager

Position Summary:

The Housing Navigator provides field-based services to clients enrolled in the Transitional Shelter and Crisis Shelter programs. The Navigator supports clients as they navigate the housing process, including, but not limited to, housing location, landlord advocacy, rental application process, credit repair support, move-in support, and budgeting. Must thrive in a fast-paced, group-oriented setting, and enjoy working 'in the field' with clients in an array of both public and private agencies. Importantly, the Housing Navigator must possess a working knowledge of the myriad subsidies available through CES and must be able to assist Case Managers in determining client eligibility for these subsidies according to the complex matrix of HUD, local Housing Authority, and unit-specific regulations.

Position Responsibilities:

- Carry a caseload of 25-30 clients and ensure that their housing matches are successful, as signified by placement in long-term permanent housing.
- After a warm hand-off by case managers, who have developed an individual service plan with client, monitor and evaluate client's progression through their service plan, and develop modifications to the plan as necessary.
- Assist clients in their search for housing, filling out rental applications, completing supportive and subsidized housing paperwork, interpreting leases and understanding tenant rights and responsibilities.
- Survey rental market for affordable housing, and advocate for clients with prospective landlords.
- Maintain up to date, accurate, and complete data and progress notes, records, and communication logs regarding referrals, housing applications, and coordination with outside partners and as required by the project and its funding sources.
- Obtain and retain all required documentation (e.g., leases, income verification) as required by the program.
- Facilitate Outreach - develop close working relationships with landlords, local service providers, outreach workers, case managers, and collaborative agencies.
- Maintain a current, thorough knowledge of Housing Resources and the various subsidy types.
- Maintain a current, thorough knowledge of community Permanent Supportive Housing providers.

- Assist clients with re-housing/moving assistance. Including walking client's new neighborhoods to orient client to new community and help them access domestic violence supportive services.
- Participate in all meetings with collaborative agencies and other community meetings as directed.

Qualifications and Experience:

- Bachelor's degree and minimum two years' case management experience working with domestic violence survivors or homeless individuals; or, an equivalent combination of education and experience.
- Must be highly motivated and a self-starter. The ability to communicate with and relate to a diverse group of people including clients, community, and other staff.
- Must have excellent organizational skills and the capability to work in a fast-paced environment.
- Knowledge of Housing Authority rules and regulations.
- Knowledge of HUD guidelines as they relate to client housing resource eligibility.
- Knowledge of social service providers and programs, and of local and federal government benefits and entitlements.
- Able to evaluate data/information and make decisions quickly that are in alignment with the agency's established policies, procedures, and guidelines.
- Detail oriented with strong time management, organizational, written and verbal communication skills.
- Computer literate; able to effectively use computerized database for client file management, with basic skills in Microsoft Word, Outlook, and Excel programs.
- Experience working in a community-based setting and as part of a team.
- Must have a valid California driver's license, an automobile that may be used during work hours, and maintain adequate auto insurance.
- Must undergo fingerprinting, TB testing, and drug testing, as required.

Haven Hills is an equal opportunity employer and does not discriminate on the basis of race, religion, national origin, gender, age, or lifestyle.

AMERICANS WITH DISABILITIES ACT COMPLIANCE INFORMATION

To comply with the American with Disabilities Act and other applicable laws ensuring equal employment opportunities to qualified individuals with a disability, reasonable accommodations are made for the known physical or mental limitations of an otherwise qualified individual with a disability unless such accommodations create an undue hardship on Haven Hills.