

**POSITION TITLE:** Housing Navigator

**PRIMARY SUPERVISOR:** Director of Housing Services

**DEPARTMENT:** Drop In Center

**SUPERVISES:** N/A

**STATUS:** Non-Exempt

**SALARY RANGE:** Beginning salary will be commensurate with education and experience, and based on appropriate industry standards.

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**POSITION DESCRIPTION:** Housing Navigation is housing-focused case management and supportive services that are all provided in service of the goal of permanent housing. Housing Navigation provides participants experiencing homelessness with a wide array of assistance and services while they are successfully: referred to, matched to, and /or enrolled in permanent housing programs. Housing Navigation must work in collaboration with the Coordinated Entry System (CES), and in coordination with the other Program components, including but not limited to: Outreach, Crisis Housing, Bridge Housing, Rapid Re-Housing, and/or Permanent Supportive Housing.

**REQUIREMENTS & QUALIFICATIONS:**

- Bachelor's degree from an accredited college or university preferred.
- Three (3) plus years' experience working as a Case Manager or Peer Navigator with the TAY/Young Adult homeless population.
- Ability and desire to work with people from various backgrounds and/or limited English capabilities.
- Demonstrated proficiency in MS Word, Excel, and internet usage.
- Database skills (e.g., HMIS) strongly preferred.
- Able to lift up to 25 pounds.
- Valid California driver's license and insured automobile.
- Bi-lingual English/Spanish preferred
- CES/ LAHSA experienced preferred

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Participate in outreach, receive/assess referrals for homeless and program eligibility, conduct enrollment intake and hold assigned caseload
- Provide Case Management and Support Services to assist participants in moving forward in accessing permanent housing through an eventual referral/match to a permanent housing program
- Provide housing-focused case management and support services to participants using an individualized case management plan to help them successfully navigate to permanent housing
- Provide Housing-focused case management to be delivered to participants where they reside, especially if travel to an office or facility is a barrier to service delivery or their participation
- Provide support with completing housing applications, accompany participant to housing appointments and/or leasing appointments and other support associated with the housing placement process
- Serve all eligible participants that reside in the designated SPA including but not limited to those engaged in: Street Outreach programs; Access site programs; Crisis Housing programs; Bridge Housing programs; Transitional Housing programs (if another primary Housing Navigator works with a participant); and Winter shelters located in the designated SPA
- Provide Problem Solving strategy to execute strengths-based approach that utilizes conversation and empowerment methods to help resolve the household's housing crisis, or quickly connect them to existing emergency or crisis housing services by working alongside them in an empowering manner



- Provide housing-focused case management sessions that shall be dedicated to activities that support the housing process, including but not limited to assessing and reassessing needs, educating participants on community resource opportunities, developing Housing and Services Plans, scheduling appointments, and providing necessary follow up to ensure Housing and Services Plans are progressing on schedule and needs are adequately being addressed
- Develop a Housing and Services Plan in coordination with the participant. The Housing and Services Plan will be the road map of services that are to be provided, actions that need to be taken (by both staff and the participant) and referrals that need to be completed
- Track all services provided to participants in HMIS with the goal of the participant achieving housing stability and sustainability upon exit from the program
- Assist participants with a range of funded or leveraged activities based on the stated needs of the participant in the Housing and Services Plans
- Continually assess participant needs and provide individualized services needed to make progress towards housing stability and successful exit to permanent housing placements
- Provide monthly at minimum or as often as needed case management and home visits
- Provide necessary support when linking participant to another housing search and placement program or supportive services program
- Maintain a file for each participant enrolled that includes, but is not limited to Core Documents and necessary documentation
- Provide well-coordinated support for households and manage the limited resources available in the CoC, and utilize HMIS to track Households served and the services provided
- Responsible for execution of contract Scope of Required Services (SRS), contract targets and agency wide Key Performance Indicators (KPI)
- Attend and when needed conduct weekly staff meetings.
- Attend regularly scheduled agency wide meetings, community meetings and other meetings as assigned
- Conduct all functions in accordance with Agency guidelines, policies and procedures
- Comply with applicable certification requirements and ethics
- Arrange work schedule or required hours to the benefit of the Department/Program with the approval of immediate supervisor

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_