

Housing Navigator



GRANDMA'S HOUSE OF HOPE

Position: The Housing Navigator will provide individualized client support by helping each client develop a personalized service plan to address any barriers to obtaining and maintaining permanent housing. While the client is at the shelter, the Navigator will provide employment linkage, benefits establishment, linkage to community providers for substance abuse, primary and mental health care, and all other services needed to assist clients in reaching their stabilization goals. The Navigator will also perform community outreach to business owners, realtors, landlords, housing developers and other service providers to build strong relationships and identify new and existing opportunities to better assist clients in accessing resources, employment, supportive services, and housing opportunities.

Status: Full-time, hourly

Pay Range: \$19 - \$23

Reports to: Housing Program Manager

Supervises: None

May require travel throughout Southern California, primarily in Orange County.

Must be able to pass background screening and HMIS certification upon hire and throughout employment

QUALIFICATIONS

Requirements

- Employment Eligibility Verification
- Reliable transportation and valid California Driver's License
- Ongoing, active automobile insurance that complies with State requirements
- Successful completion of background screening
- Ability to obtain CPR/First Aid Training certification

Education/Experience

- Minimum two (2) years of experience in street outreach and/or homeless services
- Bachelor's degree in Business Administration, Human Services or comparable combination of education/work related experience
- Knowledge of housing resources, subsidy programs, and the Continuum of Care for homeless persons
- Computer skills with proficiency in Microsoft Office; HMIS training a plus

Other Skills

- Demonstrated ability to work with diverse communities
- Good problem solving and conflict resolution skills
- Professional demeanor and proven ability to exercise mature judgment
- Ability to work independently and as part of a team
- Strong written and verbal communication skills
- Must maintain regular attendance
- Must properly handle and maintain confidential information
- Highly motivated self-starter and ability to coordinate multiple projects simultaneously in a high-pressure environment

RESPONSIBILITIES

Primary Duties

In the Community

- Identify and build rapport with business owners, realtors, landlords, housing developers and other service providers to assist clients in accessing resources, employment, supportive services, and housing opportunities.
- Survey rental market for affordable housing, and advocate for clients with prospective landlords.
- Prepare materials for making presentations to realtors, property managers and property owners.
- Maintain a Property Manager/Owner Contact Log to meet set expectations.
- Establish, update, maintain and communicate a list of available housing opportunities at least twice per week.
- Identify appropriate permanent housing options for clients such as subsidized housing, Section 8, Shelter Plus Care, and VASH, as well as permanent supportive housing, affordable and market rate housing, and other housing opportunities.
- Mediate with landlords, obtaining utilities and making moving arrangements when indicated.
- Mediate disputes between homeless persons and neighborhood stakeholders.
- Assess properties for compliance with industry regulations and inspection readiness.
- Network with other agencies, coalitions, and local community meetings.

For the Client

- Assist clients in their search for housing, filling out rental applications, interpreting leases and understanding tenant rights and responsibilities.
- Assist clients with housing applications, complete supportive and subsidized housing paperwork.
- In consultation with the assigned Case Manager and the client, determine housing barriers, preferences, needs and goals. May assist clients in completing SSI/SSDI and other entitlement applications.
- Provide self-sufficiency workshops in the areas of independent living skills.
- Conduct transitional program house meetings and social events.
- Assist clients with employment linkage, benefits establishment, and other services as needed to assist in reaching case plan and treatment plan goals.
- Demonstrate the utmost level of integrity in all instances, and show respect toward others and toward organization principles.
- Work respectfully and effectively in a multicultural environment.
- Provide support services in a non-judgmental manner.
- Assist clients with procuring necessary documents and services such as identification card, birth certificate, social security income, disability income.

Internal

- Develop working knowledge of the contracts and grants associated with the position.
- Maintain client-related data tracking systems, including case notes and complete HMIS entries.
- Prepare case-related reports including outcomes, successes and challenges.
- Generate client data for monthly reports
- Maintain complete and accurate documentation of service objectives and outcomes.
- Complete follow-up and retention services and provide back-up documentation in client files.
- Attend collaborative meetings.
- Actively participate in staff meetings and trainings.

HOW TO APPLY

Email cover letter and resume to: barbara@grandmashouseofhope.org
Please include "Housing Program Manager" in the subject line.

Grandma's House of Hope is an Equal Opportunity Employer.